

# Customer Service For Scaling Businesses



October 19th  
9–10:30AM

**CIE HotHouse + Zoom**  
872 Higuera St, San Luis Obispo

**Prepare now to serve your business client today and tomorrow when you hit the growth spurt you are aiming for.**

Fast growing companies have their hands full building their in-demand products/services and serving their rapidly expanding client base. What's often left behind is capturing knowledge held by founders and early hires who know their business clients and the processes involved in delivering a delightful experience post-sale.

This investment -- a set of practical, low effort steps -- will help you scale beyond your current team to avoid a knowledge bottleneck that risks both employee and client satisfaction.

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## Christi Hale, Land Gorilla

30+ year career working in high-growth technology companies with a relentless commitment to customer delight and helping client-facing teams succeed. She currently serves as Director of Operations for Land Gorilla, a leading technology provider of construction loan management software.