



Workforce Development Center

Foundations of Customer Service

Customer Service II: Become a Quality Customer Service Employee

No matter who you work for, customers return to your business because of quality customer service! Learn how you, the employee, are the key to success and the quality customer service you provide is the foundation upon which your company's profits are built.

Seminar Length: 3 Hours

Topics:

- ✓ What does it take to provide outstanding quality customer service and do you have it
- ✓ Four steps to quality customer service
- ✓ The difficult customer
- ✓ Case studies
- ✓ Self assessments

Cost: \$10.00 per person

Choose one of the following sessions to attend:

To be announced.

Register at:

Southeast Arkansas College
Workforce Development Center
2505 West 18th
Pine Bluff, AR 71603

For additional information:

870-543-5948
870-850-8704
870-543-5950

SEARK College Workforce Development Center

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