

EXCELLENT CUSTOMER SERVICE



Where:

AWC Reskilling and Technology Center

1351 S Redondo Center Dr
Yuma, AZ, 85365



Price: \$87

Course Objectives:

- Set extraordinary customer service standards for your area
- Improve your listening skills
- Say “no” in a positive way
- Remain calm when the customer is upset
- Implement strategies to avoid burnout

Contact Information:

ContinuingEd@azwestern.edu | (928) 317-7674

Registration Hours: Mon – Thurs 8AM – 5PM, Fri 8AM – 4PM payments accepted via phone, or walk in. Please make checks payable to AWC. Visa, MasterCard, and Discover cards accepted.

Refund Cancellation Policy: A 100% refund will be granted if a request is made 2 business days prior to the start of class. A 50% refund will be issued if notice is received less than 2 business days prior to class. No refunds will be issued after that. If a class is canceled due to low registration we will contact you 2 business days prior.