

# Excellent Customer Service



Friday, September 13, 2019

12:00-4:00pm

1351 S. Redondo Center Dr., Room 170

\$39 per participant

When conflict cannot be constructively resolved it may escalate into an uncomfortable situation. This course will cover how to recognize problems before they become a crisis, diffuse difficult situations, discuss negative feedback or consequences, and much more.

**REGISTER TODAY (928) 317-7674**

Please fill in all required information. Return by mail, email, or in person.

ECS: Dealing with difficult customers Sept. 2019

Name

Phone

Email

Registration Hours: Mon—Fri, 8am—4pm

Payments accepted via phone, mail, or walk in.

Please make checks and Money Orders payable to AWC.

Visa, MasterCard, and Discover cards accepted.

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Continuing Education

**Refund/Cancellation Policy:**

A 100% refund will be granted if a request is made 2 working days prior to the start of class. A 50% refund will be issued if notice is received less than 2 working days prior to class. No refunds will be issued after the first day of class.