

# EXCELLENT CUSTOMER SERVICE



Scan to Register!



**When: October 10, 2025**



**Time: 9:00 AM – 1:00 PM**



**Where: AWC Reskilling and Technology Center**  
1351 S Redondo Center Dr.  
Yuma, AZ, 85365



**\$87.00**

## 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.