

Excellent Customer Service



In this course participants will explore the concepts and benefits of superb customer service. Individuals will learn ways of building positive rapport with various types of customers.

- Improve listening Skills
- Recovery Strategies
- Cool down a 'hot' customer
- Say 'No' in a positive way

Friday, February 28, 2020

9:00am-1:00pm

Room 170

\$49 per participant

AWC Downtown Center
1351 S. Redondo Center Dr.
ContinuingEd@azwestern.edu
(928) 317-7674

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

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Feb 2020

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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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.

