Arizona Western College
Continuing Education

Extraordinary Customer Service

What Can you expect to learn?

- **Set excellent customer service standards for your area**
- **Identify ways of building customer rapport**
- **Improve your listening skills**
- **Take control of every call**
- **Say "no" in a positive way**
- **Remain calm when the customer is upset**
- **Cool down a hot customer**
- **Implement strategies to avoid burnout**

$39 per participant

Thursday, Aug. 1, 2019
12:00pm - 4:00pm

AC 289
AWC Yuma Campus
2020 S. Avenue 8E

ContinuingEd@azwestern.edu
(928) 317-7674

Please fill in all required information. Return by mail, email, or in person. Extraordinary Customer Service Aug. 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.

1351 S. Redondo Center Dr. Yuma AZ 85365
ContinuingEd@azwestern.edu
(928)317-7674

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.

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