

Vernon Campus
4400 College Drive
Vernon, TX 76384
940.552.6291

Century City Center
4105 Maplewood Ave.
Wichita Falls, TX 76308
940.696.8752

Skills Training Center
2813 Central Expressway E
Wichita Falls, TX 76302
940.766.3369

Sheppard Learning Center
426 5th Avenue, Suite 8
Sheppard AFB, TX 76311
940.855.2203

Seymour Learning Center
200 Stadium Drive
Seymour, TX 76380
940.889.3133

Providing WOW! Customer Service

with



Wednesday, November 15, 2017

8:00 AM – Noon

\$60

**Vernon College Century City Center
4105 Maplewood Ave
Wichita Falls, TX 76308**

Great customer service seems to be missing in many organizations and yet, it isn't hard (in concept) and it doesn't have to be expensive. So why is great customer service so hard to find? What makes customers say "Wow! What great customer service!" and recommend your company to others? Whether you cater to internal customers, the general public or are a business to business provider, this workshop has lots of great tips, many of which can be implemented right away.

Training includes:

- Know what your customers want
- Build a customer service culture
- Specific customer service behaviors
- Essential skills for serving customers
- It takes a team to provide exceptional customer service
- Problem-solving techniques

This training is appropriate for front-line customer service workers, their supervisors and business owners.



Trainer: Penny Miller, Owner, Venture HRO, LLC.

For more information contact:
Vernon College Continuing Education
4105 Maplewood Ave
Wichita Falls, TX 76308
tbaker@vernoncollege.edu
940-689-3714