

**FREE
CLASS!**

Delivering Outstanding Customer Service in a Retail Business

Date:

Tuesday, February 4th

Time: 9 :0 0 - 11:00 A M

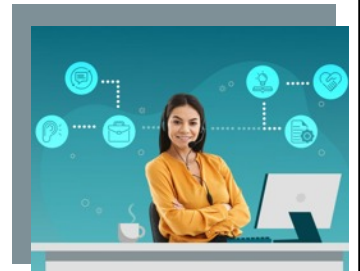
****NEW LOCATION****

Place:

Hampton Inn & Suites

520 Adobe Rd. Red Bluff

Easy
Registration
Form



Excellent customer service is critical for increasing sales and profit, employee and customer retention, and sustaining any type of business success. Understanding the nuances of customer service that result in outstanding customer experience is a strategy for success in any business. You will learn the tools to a properly trained team and or staff, improve your customer's experience, and create a more pleasant environment for everyone. Training topics include: Advantages of outstanding customer service (i.e., increase sales, customer retention, theft reduction, client expectations); How to create outstanding customer service (i.e., phone, in-person, virtually); Understanding your customers' wants and expectations; How Outstanding Customer Service leads to improved business bottom line, and Examples of Modeling Practices & Behaviors (i.e., scripts, observation, feedback, reward), and more.

**Please log onto www.buttecollegesbdc.com, complete one form per attendee and drop in the mail, or fax to: Butte College Small Business Development Center (SBDC)
2480 Notre Dame Blvd. Chico CA 95928 (530) 895-9017 (Phone) ~ (530) 566-9851 (fax)**



Presented by

