

Customer Service Training

When: March 19th, 2010
Time: 1:00pm—4:00pm
Where: MTEC Kalamazoo
Valley Community College
7107 Elm Valley Drive
Kalamazoo, MI 49009
Cost: \$40

Trainers
Affiliate
Customer Service
Representatives

Topics to be highlighted:

- General overview of excellent Customer Service
- Improving interactions with all types of customers - families, other providers, advocacy organizations and community members
- Common customer complaints & approaches to those situations
- Learning how to deal with a wide range of people and situations
- Obtain the tools to be able to put your best foot forward with every customer encounter and to make the most out of your experience

REGISTRATION

Name: _____ Title: _____

Company: _____ Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Email address: _____

Method of Payment... Check (made payable to FOCUS) Credit Card: Visa MasterCard

Card Number: _____

Exp. Date: _____

Authorized Signature: _____

Free to Summit Pointe employees and Venture Affiliates

Please Register No Later Than March 11, 2010

To register via phone, for more information, or help with directions please call FOCUS Training at 866-412-8767.

To register via fax, send completed registration to (269) 966-1777. Or, mail your completed registration to:

FOCUS, 140 W. Michigan Ave., Battle Creek, MI 49017.

