

# EXCEPTIONAL CUSTOMER SERVICE SKILLS WORKSHOP

March 25, 2020  
10:00 AM – 12:00 PM  
Sul Ross State University Campus - Auditorium  
205 Wildcat Dr. Del Rio TX



South-West Texas Border  
**Small Business  
Development Center Network**

*Sul Ross State University SBDC*



This training is designed to give employees the tools they need to project non-verbally and verbally a sense of caring, genuine friendliness and confidence to handle all the customer's needs.

## Learn how to:

- ✓ Make a great impression
- ✓ Assess the needs of the customer
- ✓ Understand the importance of the right attitude
- ✓ Give customers what they want...always
- ✓ Communicate clearly
- ✓ Handle difficult conversations/people
- ✓ Telephone Etiquette
- ✓ Have good listening skills
- ✓ Time Management
- ✓ Work Attire

**RSVP Today! Call at 830-758-5022**

VISIT US ONLINE: [SBDC.SULROSS.EDU/RGC](http://SBDC.SULROSS.EDU/RGC)



"Funded in part through the State of Texas and a Cooperative Agreement with the U.S. Small Business Administration. Reasonable Accommodations for persons with disabilities or limited English proficiency will be made if requested at least two weeks in advance. Contact Elizabeth Peña at (830) 758-5022."