

**Bakeries, Hair Salons, Restaurants, Hotels, Department Stores, Office Staff...**  
***We've Got You Covered!***

***Join us as we deliver EXCEPTIONAL CUSTOMER SERVICE SKILLS***

**August 15, 2018 — 10:00 AM-12 Noon**

Sul Ross Campus, 2623 Garner Field Rd. ,Uvalde, Texas



**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

**Who Should Attend:**

Small Business owners &  
managers, HR managers,  
Supervisors and ALL STAFF!

**NO COST**

**REGISTER TODAY!**

**CALL**

Maricela Brown at (830) 758-5022 or send an email to [mbrown@sulross.edu](mailto:mbrown@sulross.edu)



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.