

## Customer Service in the "New World"

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### It's time for a REFRESH!

So much of our world went virtual over a year ago - can you believe it??



And in that time, we've had to adapt, learn, and grow whether we were ready to or not. We've proven to ourselves that we can handle change and be resilient in even the toughest of situations! Now, as businesses are beginning to reopen and we're yet again adapting to a hybrid virtual and in-person world, it's time to brush up on our interpersonal customer service skills.

What makes customer service so important? It can truly set your business apart from your competitors making the same transition. Great customer service is one of the most memorable parts of business and can make all the difference in whether your customers will return. So let's refresh with a virtual class that will put your customer service on top!

2-HOUR VIRTUAL CLASS PRICE: \$99 for up to 25 employees

#### DATES & TOPICS

Tuesday, May 4 from 1:30 - 3:30 p.m. OR  
Wednesday, May 19 from 9:30 - 11:30 a.m.

- Nonverbal communication
- Dealing with difficult people
- Psychology of waiting
- Trust & assurance with COVID-19 safety
- Tangibles (Image right)
- Set yourself apart
- First impressions
- Attitude



Please note: Space is limited and sessions will *not* be recorded.

To register, contact **Jenny Molinar** at  
[jenny@happypeoplewin.com](mailto:jenny@happypeoplewin.com) or call 805.305.0279.