

# Customer Service Boot Camp

- **Workshop Date:** Tuesday 24<sup>th</sup> September, 2019
- **Workshop Time:** 1:30 PM – 4:30 PM
- **Workshop Cost:** \$55 EC per person
- **Workshop Venue:** SLHTA Hospitality Training Centre, Rodney Bay, Gros Islet
- **Call Us:** Noorani M. Azeez – **758 717 4959** or **email:** [nazeez@hdnconsult.com](mailto:nazeez@hdnconsult.com)

## What You Will Cover

- ▶ Define the Types of Customers
- ▶ Understand how YOUR behavior impacts others
- ▶ Understand essential elements of communications
- ▶ Understand what customers really want
- ▶ What does it mean to go the extra mile?
- ▶ How does your body language impact first impressions
- ▶ How to deal with difficult customers
- ▶ What to do when things go wrong
- ▶ Managing other people's anger
- ▶ And much more....

## What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Personalized certificate of completion

**PLEASE REGISTER EARLY AS SPACE IS LIMITED  
TO 30 PARTICIPANTS!**



## Registration Form

Yes  Enroll me now

Participant Name (*Please Print*)

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Position

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Contact Number

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E -Mail

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Name of Organization

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HR Manager's Name

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HR Manager's Contact #

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**PLEASE EMAIL REGISTRATION FORM TO [nazeez@hdnconsult.com](mailto:nazeez@hdnconsult.com)**  
ALL cheques should be made payable to the Human Development Network