

Customer Service Boot Camp

- Workshop Date: Tuesday 24th 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**

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*)

Position

Contact Number

E -Mail _____

Name of Organization

HR Manager's Name

HR Manager's Contact # _____

PLEASE EMAIL REGISTRATION FORM TO **nazeez@hdnconsult.com**
ALL cheques should be made payable to the Human Development Network