

SERVICE EXCELLENCE WORKSHOP

As FIU continues to expand, we are committed now more than ever to enhance our culture of excellence and place special focus on customer service. Elevating our service culture is the responsibility of individuals from every area of the university, in every job, and at every level of the organization.

In this course, you will learn:

- FIU's philosophy on Service Excellence
- Professionalism at work
- The elements of effective in-person service interactions
- The fundamentals of customer service over the telephone
- To manage written correspondence
- To enhance service on a departmental level

THIS IS AN IN-PERSON WORKSHOP

Date: Thursday, November 18, 2021
Time: 9 a.m. to 12 p.m.
Location: Campus Support Complex (CSC) - Room 1144A
Registration: go.fiu.edu/serviceexcellence

Course completion is worth 3 professional development hours

FIU