Whether you own a company, work in a local supermarket, bank, eatery or retail operation, customer service training is important in assuring you satisfy the needs of the customer at all times. After all, without customers your business would fail. Attend individual sessions or sign up for the entire four-week series to give your customer service skills and your business results a boost.

Register for the full series for $49 or register for individual sessions at $15 each.
Location: Crook County Open Campus, Room 130 Series Course No: 17370
Instructor: Ali Cammelletti

The Foundations for 'Knock Your Socks Off' Service
Providing reliable and responsive customer service is easier said than done. Learn the keys to building trust with your customers and how to avoid the 'ten deadly sins' of customers service.
February 21 6:00-8:30pm $15 Course No: 17463

5-Star Service for Difficult Customers
Add skills to your customer service toolbox to deal with difficult customers so these interactions result in successful service recovery.
March 7 6:00-8:30pm $15 Course No: 17465

Giving Excellent Telephone Service
There are unique challenges to not being 'in person' that can be overcome when providing telephone customer service. Learn tips on voice fluctuation, active listening, call flow and how to build trust with your customers.
February 28 6:00-8:30pm $15 Course No: 17464

Leading Your Team to Excellent Customer Service
Lead your team to maintain the customer service level you have established and learn how to effectively coach for improvement when it falls below your standards.
March 14 6:00-8:30pm $15 Course No: 17466

Preregistration is required and space is limited. Registration Options:

By Phone: 541-383-7270
Online: http://www.cocc.edu/ContinuingEd
(hit ‘Search for Classes’ and search by Course Numbers)
Mail: Complete registration form and mail with payment
(Registration Form on reverse side)

COMMUNITY LEARNING
http://www.cocc.edu/ContinuingEd

Persons who need accommodation or transportation for College events because of a physical or mobility disability, should contact Joe Viola, (541) 383-7775, in advance of the event. Persons who need accommodation for College events because of other disability such as hearing impairment, should contact Anne Walker, (541) 383-7743, in advance of the event.
Registration Form

Please indicate which course(s) you want to register for:

☐ The Foundations for ‘Knock Your Socks Off’ Service - $15
☐ Giving Excellent Telephone Service - $15

☐ 5-Star Service for Difficult Customers - $15
☐ Leading Your Team to Excellent Customer Service - $15

If you phone in your registration (using VISA, MC or Discover), please have the following information ready:

Name ____________________________________________________________ COCC ID# ______________________________
Address ____________________________________________________________ Day Phone# __________________________
City _______________________ Date of Birth ___________________________ Email ________________________________
State ___________ Zip ______________  VISA/MC/Discover#_________________________ Expires _______________

Complete registration form and mail with your check payable to COCC.

COMMUNITY LEARNING
2600 NW College Way, Bend OR 97701
(541) 383-7270  http://www.cocc.edu/ContinuingEd
Fax: 541-383-7503

SPACE IS LIMITED - REGISTER TODAY!