

Business
Owners:

Customer Service

to keep your customers coming back!

Let's face it, you need customers to stay in business! Customer service is your business' ability to supply or meet your customer's wants and needs. This workshop will cover topics on creating a customer service culture; the value of customer loyalty; telephone etiquette; dealing with difficult customers; and how to teach your employees to have great customer service. Remember it costs five times more to gain a customer than to keep an old one! Register for this **FREE** workshop today!

Thursday, March 27th
9am - 12pm

Contact Lai to register at **(916) 442-1729** or Isaephan@cacapital.org

Presented by:



Class location:
5025 J Street, Suite 120, Sacramento, CA 95819

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