**CUSTOMER SERVICE**

**HOW MAY I HELP YOU?**
**CUSTOMER SERVICE FOR THE RETAIL INDUSTRY**

$99.00

Learn to be more effective and successful in your sales and service career. This course is designed to provide the fundamentals of providing customer service in a retail environment.

**SELLING CUSTOMER SERVICE TO YOUR TEAM**

$99.00

Perfect for team leaders, supervisors and managers of customer service representatives. This course will help leaders close the gaps in providing customer service. Course topics include: Recognizing the role of employee loyalty, empowering employees to succeed, teamwork, understanding and dealing with employee turnoffs.

**FUNDAMENTALS OF EXCELLENT CUSTOMER SERVICE SEMINAR**

**AUGUST 3**

8:00AM-12:30PM

$99.00

Providing customer service is a critical component of any business. The Fundamentals of Excellent Customer Service Seminar will focus on providing the foundation of skills necessary to build lasting customer relationships. Topics include:

- Listening to your Customer and Meeting their Needs
- The Importance of First Impressions and Appearances
- Building Customer Relationships
- Resolving Customer Complaints
- How your Attitude Affects your Customers Behavior
- Telephone Etiquette and Body Language

**REGISTER NOW**

**ONLINE**

www.bpcc.edu/continuingeducation

**MAIL**

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**TELEPHONE**

(318) 678-6015

**FAX**

(318) 678-6406

**IN PERSON**

BPCC, Building D-134

**OFFICE HOURS**

May 3-31
7:30-5:00 pm Mon-Thurs
7:30-4:30 pm Friday

June 1-July 27
7:30 am-6:30 pm Mon-Thurs
7:30 am-4:30 pm Friday

Holidays
July 5
Independence Day