Customer Service Workshop 101

Tuesday, March 31, 2015 | 10:00 a.m. – noon
Registration begins at 9:30 a.m.

Richard B. Stone Complex
Hwy 82 E.
Union Springs, AL 36089

Workshop Presenter:
Dr. Joyce McGriff
Assistant Professor of Marketing
ASU, College of Business Administration

Workshop Description:

When all else is relatively equal, customer service is the one thing that will differentiate your business or service from all of the other options your customers may have. There are two aspects of customer service we will explore during this program, taking care of the internal customer and the external customer.

The needs of both groups may vary, but there are some basic human needs we all share. We will identify those needs and ways to best meet these needs with both customer groups. During this interactive workshop, we will utilize all of the expertise in the room as we identify ways for us to make that significant difference for all we serve!

This is a FREE event. Registration is required!

Register Online at http://asbdc.ecenterdirect.com/ConferenceDetail.action?ID=7357

For more information contact
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