



Iowa Lakes Community College and

The Kossuth/Palo Alto County Economic Development Corp. Present:

World Class Customer Service Right Here in Our Hometown

Where else can you shop, play, live, and visit where you receive friendly, impeccable service? The answer should be...no where! Whether you are the person on the front line, or the one working with the front line, you touch customers. Before the busy holiday season, re-energize with this fun and interactive session that reminds you of the required fundamental skills for service excellence and off-the-chart customer satisfaction. Let's keep those customers coming back!

Objectives:

In this session, we will cover:

- Customer Service: The Good, The Bad, and The Outstanding
- Who Are Your Customers? Internal and External Customer Satisfaction
- Why Customers Leave – The Value of a Customer
- Exceeding Customer Expectations – It's the Little Things
- Thoughtful Service Delivery – Your Words, Tone of Voice, and Body Language
- Critical Factors in Building Customer Loyalty
- Having an Attitude of Service Excellence

Date: October 5 (Tues)

Time: 11:30 – 1:30

Course #31441

Location: KC Hall, Algona

Presenter: Kathy Peterson, SPHR

Cost: \$65 (includes lunch); \$55 per person if 3 or more from the same company attend

Call 800-252-5664 to register



MARK YOUR CALENDAR!!!