



MIIA Professional Development Training

Customer Service Excellence: Reaching Down Deep

Everyone knows and appreciates excellent customer service when they receive it, and most of us want to provide excellent service ourselves. Knowing how to provide such service in today's fast paced, highly stressed world can be difficult - today's customers don't always make it easy. Participants will learn skills for providing 5-star service in person and on the telephone, strategies for dealing with difficult customers, and tips for providing excellent service even when we don't feel like it.

Presented by your Employee Assistance Program, offered through AllOne Health

1.800.451.1834

Date:

November 20, 2019

Time:

9:30am to 11:00am

Presenter:

Allan Marsh, MBA

Location:

Bellingham Municipal Center
10 Mechanic Street
Bellingham, MA 02019

Contact:

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Register:

Go to www.emiia.org and click on "Training Calendar"