



Date:

October 10, 2018

October 11, 2018

Time:

10:00-11:30am

Presenter:

Allan Marsh, MBA

Location:

Stoneham Police Station
Training Room
47 Central Street
Stoneham, MA 02180

Contact:

Donna Gaffey, HR Director
781-279-2620

dgaffey@stoneham-ma.gov

To Register:

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

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