

# Customer Service Essentials

*Take the Opportunity to Grow*

## About this Course

Great service is the foundation of a competitive and sustainable business.

In these sessions you will learn how to communicate clearly, promote respectful interactions, and gain skills to deal with difficult situations to keep your customers coming back!

## Course Dates

4 sessions: November 27 & 28  
10:00 am - 4:00 pm  
@ Meridian Exhibition Centre, Winkler  
...and it is free!

## Register Today!

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## Skills for Success

- Communication
- Adaptability
- Collaboration
- Problem Solving

## Benefits & Outcomes

- Update your customer service skills for today's dynamic culture
- Develop best practices for respect & collaboration
- Increase employee confidence for successfully handling challenging situations
- Gain strategies to create a positive and lasting impression of your business

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