



## Saugeen

Economic Development Corporation  
*A Community Futures Development Corporation*

Our location:  
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Map Directions:  
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***We provide the opportunity to work with a business trainer and interact with other business owners to gain new ideas, growth strategies and success tools.***

# In-House Workshops

## *Customer Service Refresher*



**Are you hiring extra staff for the busy holiday season?**

**Could your current staff benefit from customer service training?**

**This high-energy & inter-active workshop will cover such topics as:**

- how to make a good first impression,
- dealing with difficult customers,
- effective body language & personal boundaries,
- professional communication & telephone techniques
- personal grooming and so much more

**Wednesday, October 18<sup>th</sup>, 2017**

**9:30 am – 12:30 pm**

Trainer Connie Barker brings her many years' experience as the general manager of a local Chamber of Commerce, event planner and public relations manager; in addition to workshop trainer in local high schools, colleges and private companies. Let her show your employees the way to deliver excellent customer service!

**Awesome!!**   
EXCELLENT   
GOOD   
AVERAGE   
POOR



Pre-registration required/\$35 per session  
"No Charge for Business Excellence Training Program Clients"