

Florida Association for Community Action

Presents:

Delivering Excellent Customer Service

When: Thursday, March 10, 2016

Where: Rosen Plaza Hotel 9700 International Drive Orlando, FL

Guestrooms \$135 (single/double) Reservations 800.627.8258

Time: 8:30 am to 4:00 pm



POSITION YOUR AGENCY TO ACHIEVE TOP CUSTOMER SATISFACTION RATINGS BY DELIVERING EXCELLENT SERVICES TO YOUR CUSTOMERS.



Whether you are providing service to customers of a similar background and culture or to a highly diverse customer population, this training program will give your employees the specific knowledge, skills and techniques necessary to deliver excellent customer service.

AS A RESULT OF ATTENDING THIS TRAINING PARTICIPANTS WILL:

- Learn the importance of providing excellent customer service.
- Gain insights into their understanding of the needs and wants of customers.
- Identify behavioral actions and practice techniques that have positive effects on culturally diverse customers.
- Discuss how to effectively serve a culturally diverse customer population.

DELIVERING EXCELLENT CUSTOMER SERVICE TO A DIVERSE CUSTOMER POPULATION is a highly interactive training designed to give participants powerful insights into customer behavior and expectations, effective tools, and easy to learn skills for creating lasting customer satisfaction. This full-day training is designed for all staff.

This workshop will address CSBG Organizational Standards:
Human Resource Management – Standard 7.9

**Cost: \$150 (Members)
\$175 (Non Members)**

**REGISTER @
WWW.FACA.ORG**

Presenter: Ben Ramsey, President
GLM Management Consulting Group
Raleigh, NC

**Florida Association for Community
Action, Inc.**

325 John Knox Road, Bldg F-210
Tallahassee, FL 32303

Ph: 850.224.4774; **Fax:** 850.224.5762