

## CUSTOMER SERVICE WERCSHOP!

TUESDAY, OCTOBER 6, 2015 & WEDNESDAY, OCTOBER 7, 2015

10:00AM-2:00PM EACH DAY

Excellent customer service skills are a must in today's workforce. Employers are in desperate need of employees who can communicate and effectively problem solve. Be one of the problem solvers! Join us for two days of interactive training, lots of laughter and great information!

### TOPICS OF FOCUS INCLUDE:

- ❖ CREATIVE PROBLEM SOLVING
- ❖ HANDLING INTERRUPTIONS
- ❖ DEALING WITH STRESS ON THE JOB
- ❖ THE ELEMENTS OF GREAT CUSTOMER SERVICE
- ❖ COMMUNICATION TECHNIQUES AND STYLES THAT PUT YOU AHEAD OF THE PACK!

Space is very limited.

Please call 315.793.9700 to reserve your spot today!

A few things to note:

If you have not used our services in the past 3 months you may need an appointment with staff prior to taking this workshop. Please call well in advance so we can schedule this appointment.

You must make a reservation for this training by calling 793-9700. You must be able to attend for the full two days.



185 Genesee St., Suite 601, Utica NY 13501

Phone: 315-793-9700

[seghigian@wercmv.org](mailto:seghigian@wercmv.org)

[www.wercmv.org](http://www.wercmv.org)



### WHAT WERC CLIENTS SAY ABOUT OUR SERVICES

*"This whole program is incredible! It empowers women who have been out of the workforce and gives us much confidence!"*

*"WERC fills the gap between preparing for employment and successfully finding a position."*

*"I know this program changed the direction my life was heading and I hope it will help many more."*

*"I've gained a great deal of insight about myself, my goals and skills. I'm no longer afraid to face an employer at an interview."*

