

# **Keeping your Customers at Home**

**A No Cost Customer Service Short Course  
Tuesday & Thursday Mornings from 8-10 a.m.**

**June 6th  
to  
June 29th**



Key Customer Service Training Points to be Covered:

- Learn How to Make a Great First Impression**
- Telephone Courtesy**
- Stay Open-minded and Avoid Jumping to Conclusions**
- Communicate Customer Feedback**
- Learn to Deal with Difficult Customers**

Keeping customers happy is one of the most important parts of working in business. This free customer service short course will teach you to deliver the best customer service possible. Whether its over the phone or in person, as an employee you will learn to be attentive, listen to customers' needs, and handle tough situations in a professional manner.

Your Customer Service short course facilitator Pam Rust received her Business Education degree from Buena Vista University and went on to get her Master's from Morningside College. She has taught for over 20 years at the high school and college level. Pam is also the co-owner of Rust's Western Shed along with her husband Mike. They started small in 1985 and have expanded their business three times over the past thirty plus years, most recently adding Rust's Menswear & Tuxedos. She believes their success is due to understanding the needs of their community, providing quality products, and above all, providing excellent customer service. Their loyal customers keep coming back because they know they will receive personalized attention each and every time they walk in the front door.

**Training Starts June 6, 2017**

at the Iowa Central Community College

Storm Lake Center Room 10



**To register call IowaWORKS 712-262-1971 Ext. 42012  
For questions call Iowa Central Storm Lake at 712-732-2991**