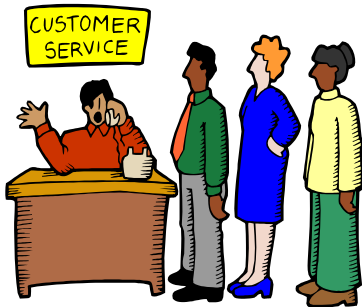


CUSTOMER SERVICE: A STEP ABOVE

Each time a customer walks into your organization, you have one chance to make a good first impression. Have you perfected your customer service skills? Is there room for improvement? This three-hour interactive teleconference is designed to provide participants with the skills necessary to send customers away smiling! Specific topics to be covered include:



- ✓ Establishing immediate confidence and rapport with customers;
- ✓ Becoming an effective and empathetic listener;
- ✓ Controlling tone of voice and body language;
- ✓ Knowing what language to use and what language to avoid when speaking with customers;
- ✓ Handling complaints from angry customers; and
- ✓ Keeping your cool when dealing with emotionally

charged situations.

When: Thursday, November 10, 2005 – 9:00 a.m. until Noon.

Who: ALL county officials and employees including department heads, supervisors, and line employees.

Where: Please review the attached listing of potential viewing sites.

Speaker: Meredith J. Taylor, President of Taylor & Associates.