



Alabama Small Business Development Center Network

Strengthening Alabama's Economy, One Small Business at a Time.

www.asbdc.org

The SBDC at The University of West Alabama is pleased to promote an important small business educational event:

Customer Service Workshops

Two Opportunities to Attend!!!

Jackson, AL

Date: Thursday, May 12, 2011

Time: 8:30- 4:00 P.M.

Location: The Hampton Inn
4150 N. College Ave.
Jackson, AL 36545

Butler, AL

Date: Friday, May 13, 2011

Time: 8:30- 4:00 P.M.

Location: The Bus Shop
698 E. Pushmataha St.
Butler, AL 36904

Participants will learn:

Customer Service Skills

Ways to Promptly Respond to Customers

Implementing Customer Service Strategies

Proper Phone Etiquette

First Impressions

Protocol for Dealing with Difficult Customers

Pre-Registration is required. Seating is limited to the first 50 callers! Three Ways to Pre-Register! By Phone to Mrs. Tynell Mitchell at (205) 652-3665; By Fax to (205) 652-3516 or By Email to tfields@uwa.edu. Registration deadline is Wednesday, May 4, 2011!!