LAMC
Employee Assistance Program
Presents:
Delivering Excellent Customer Service

This workshop examines how to handle customer complaints with sensitivity and manage personal stress.

Learning Objectives:

- Identify "hot buttons"
- Know what customers want/don't want
- Handle complaints effectively

Monday, February 23, 2015, 12:30-1:30pm: Arroyo Room

Please RSVP to: Diana Bonilla: bonilldi@lamission.edu