



Service Excellence

BUSG 1005

This eight-hour customer service workshop, led by a DDI-certified facilitator, is designed to enhance participants' commitment to exceptional service. It provides the skills and the "tools in your toolbox" for handling any type of customer situation, even those challenging, stressful ones where you take the HEAT. It is relevant to all those who serve others, even within the same organization. Includes two DDI training modules: *Communicating with Impact* and *Taking the H.E.A.T.* Participant materials are included in the fee.



Course Schedule

For dates and registration information visit www.templejc.edu/bce

Course Cost

Tuition: \$165

Ways to Register

Register online:

www.templejc.edu/bce

OR

Complete the registration form and submit it via email, fax, or in person.

Email: bce@templejc.edu

Fax: 254-298-8317

In-person: Room 209, Berry Hall, Temple College



www.templejc.edu

254-298-8625 or 8616
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