



## Service Excellence

**\$279**

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.

### NEXT COHORT

Contact [wce@templejc.edu](mailto:wce@templejc.edu)  
for dates

### COURSE TYPE



In Person

For assistance, please contact us at  
[wce@templejc.edu](mailto:wce@templejc.edu) or 254.298.8625

APPLY HERE

