

# CUSTOMER SERVICE WORKSHOP - for Frontline Personnel

April 20, 2010

6:00 p.m. to 8:00 p.m.

Spooner High School Commons

Emphasis on:

- Interpersonal Relationships
- Communication
- Dealing with Customer Dissatisfaction

The presenter, Karl Peterson, has extensive experience providing a variety of business-related workshops and professional seminars.

This workshop is jointly sponsored by the Spooner Area Chamber of Commerce and the Washburn County University Wisconsin-Extension Office.

Cost to Spooner Area Chamber members, and their employees, is \$5.00 per person. The fee is \$8 for non-members. Checks are preferred—payable to Spooner Area Chamber of Commerce.

RSVP is required, to the Washburn County University Wisconsin-Extension Office, 635-4444, by April 15, in order to ensure adequate handouts.