Providing Legendary Customer Service

Texas State University enjoys a one-hundred year tradition of service excellence. It is up to us to create service legends of our own. During our next one hundred years we will be required more and more to compete for students - both in admissions and retention areas. This workshop focuses on the kind of service excellence that will be required.

In this four-hour workshop, you will learn:

• the fundamentals of effective customer service,
• the importance of adapting to the needs of all personality types,
• the words and phrases to avoid,
• the steps in a recovery strategy, and
• what to do when you have to say “NO!”

Join the 2,167 participants who have attended the 54 workshops conducted by Dr. Cheatham since October 1998.

This course could quality for 4 CPE credits through the Continuing Professional Education (CPE) program of the Texas State Board of Public Accountancy for Certified Public Accountants (CPAs).