

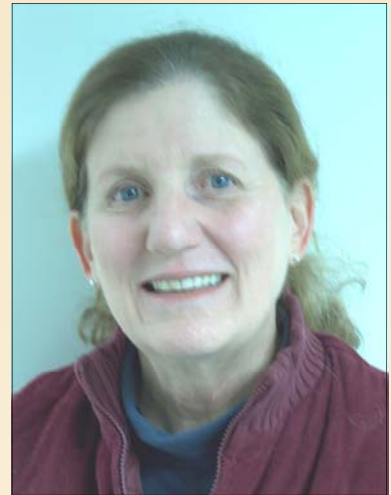


The Economics of Good Customer Service

Workshop for business owners with employees who serve the public

- ◆ Improve employees customer service skills
- ◆ Improve your profitability
- ◆ Improve your competitive edge
- ◆ Take away an in-service customer training program

"Being on par in terms of price and quality only gets you into the game. Service wins the game."
~ TONY ALESSANDRA



Joanne Steele



Wednesday - April 9, 2008

Yreka - TBA

Time: 6:30- 9:00 pm

Fee: \$25 -waived for income eligible participants

Trainer: Joanne Steele, rural tourism marketing consultant

Pre-registration is required



Wednesday - April 16, 2008

COS Weed Campus - Boardroom

Time: 6:30- 9:00 pm

Fee: \$25 -waived for income eligible participants

Trainer: Joanne Steele, rural tourism marketing consultant

Pre-registration is required



Jefferson Economic Development Institute

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