



# CUSTOMER SERVICE

Classes are held at  
Skagit Valley College  
Business Resource Center  
204 W Montgomery  
Downtown Mount Vernon

**TO REGISTER:**  
Via VISA/MasterCard  
Call 360.416.7873

### Via Mail

Complete a mail-in registration form and send it, together with a check, money order or credit card authorization, to

SVC Business Resource Center  
204 W Montgomery  
Mount Vernon, WA 98273

### Via Fax

Fax a completed mail-in registration form, with credit card information, to  
360.416.7831

For more information  
**360.416.7873**  
www.skagit.edu

***Loyal customers mean increased profitability. Learn what it takes to make your customers loyal.***

### Customer Service on the Front Lines

For those who deal with customers on a daily basis, you will learn what determines a customer's perception of value, how to prevent burn-out, how to understand emotions, how to acknowledge correctly, how to end a conversation, how to solve customer problems and how to handle irritated customers. Leave class with practical tips that you can put immediately into practice.

**6619 BRCG 040 AG      6-9pm      Wed May 14      \$40**

### Increasing Customer Service to Increase Profits

Those who are in charge of any activity with customers will learn how to increase your customers' perception of value of your products or services, the most effective way to know what your customers think about your company, how to create loyal customers and how to create an atmosphere where all employees really care about your customers AND each other. Gain tips to review your company from top to bottom to see where you can improve service and get more word of mouth referrals.

**6620 BRCG 040 BG      6-9pm      Wed May 28      \$40**

## SVC BUSINESS RESOURCE CENTER

204 W. Montgomery  
Mount Vernon, WA 98273  
(360) 416-7873

The **Resource** to Meet Your  
Workplace Training Needs!



**Andrew Porter** began his business career in Seattle in 1980 as a sales director. He led a team of successful sales people and soon became director of his own firm. In 1987 Mr. Porter started to work as a marketing and business consultant. In 1995 Mr. Porter moved abroad for 7 years living in Russia, France, Denmark and Kazakhstan. Here he worked as a business consultant to various manufacturing firms, banks, public transportation and large retail sales companies, advising them on marketing programs and providing customer service training. Traveling across 5 continents, Andrew Porter delivered more than 3,200 lectures and workshops in over 20 different countries.