

Northland Pioneer College Community and Corporate Learning Presents:

CREATING AN EXCEPTIONAL CUSTOMER SERVICE ENVIRONMENT

A customer service workshop taught by
Lauri Wong

SATURDAY, APRIL 27, 2019

9:00 a.m. - 1:00 p.m.

Cost: \$25

NPC White Mountain Campus

Aspen Building Room 110

1001 W Deuce of Clubs, Show Low

To register for this class, go to: <https://registration.xenegrade.com/northlandpioneercollege>

Participants will learn:

- What is exceptional customer service
- Why you need to create a customer-focused environment
- What customers really want to experience
- How to create and provide a customer-focused atmosphere
- What tools are available to help you maintain the culture
- The role of management in customer service
- Your team and how to sustain its cohesion in services
- Making it easy to do business with your company
- How to be on top and stay there
- Reports, data and feedback

About the instructor

Lauri Wong is a certified professional in learning and development. She has worked in the corporate world over 20 years and has provided thousands of hours of instruction on business topics. She has a degree in communications with a minor in public relations, RE and ASL Int. Wong has earned her certifications in corporate learning and development (CPLP) as well as membership in the American Society for Training and Development Corporate Training Professionals (ASTD). She is a mother of 3 grown children living off-grid in Snowflake, AZ and enjoys her peace and quiet. Her favorite hobbies are crocheting and gardening.



Northland Pioneer College

COMMUNITY & CORPORATE LEARNING