

Get on board the eTrain!



eTrain Course

Customer Service in a Continuous Improvement Environment (6 contact hours)

This course covers the basics of customer service:

- ⇒ internal and external customers
- ⇒ having a customer service attitude
- ⇒ dealing with difficult customers
- ⇒ other related topics

It also contains some information that will be new to many students, including the five essential elements of a successful customer service transaction and how to say NO to a customer and still deliver great customer service.

***Note:** This course does not meet the JobLink Career Center chartering criteria, but can provide a good supplement or reinforcement to that training.*

**To register print the following registration form and fax to
(919) 329-5599.**

NC WORKFORCE
DEVELOPMENT

Training★
Center

For more information contact **Gene**

gscott@nccommerce.com

eTRAIN REGISTRATION FORM

Please complete one form per course, per person. * All information must be complete!

Name of course: **Customer Service in a Continuous Improvement**

Name _____

Title _____

Employing Agency _____
(name as it should appear on your name badge)

Agency Address _____

City _____ State _____ ZIP _____

Agency Phone _____ Fax _____

Email _____
(confirmation will be sent via email approx. one week prior to training date)

Special Needs: _____

Return to: Workforce Development Training Center ♦ 4351 Mail Service Center
Raleigh, NC 27699-4351 ♦ FAX 919-329-5599
mbarefoot@nccommerce.com

REGISTRATION FEE: \$90.00

Please fax in a copy of this form and send in original with your payment. Make check or money order payable to NC Dept of Commerce/Workforce (FEID: 56-1611847)

For WDTC Office Use Only

Date Registered _____ Reg. # _____ Date Paid _____

Amount Paid _____ Deposit Date _____

Check # _____ Agency _____ Personal _____