



EAST CENTRAL COMMUNITY COLLEGE

Small Business Development Center

NOW OFFERING:

Customer Service-Give'Em the Pickle

REGISTRATION

To Pre-Register, call
601.635.6296
to reserve your seat

COST

Free

TIME

5:30 p.m. to 7:00 p.m.

DATE OF WORKSHOP

Monday, December 11, 2017

SPEAKER

Ronald B. Westbrook

WORKSHOP LOCATION

Carthage Career Advancement
Center
121 West Main Street
Carthage, MS 39051

WORKSHOP OVERVIEW

Service: Make serving others your #1 priority. Be proud of what you do & how you do it.

Attitude: Choose your attitude. How you think about your customers is how you will treat them.

Consistency: Set high standards & stick to them. Customers return because they like the service last time.

Teamwork: Make your teammates look good. In the end, it all ends up in front of the customer.

CONTACT INFORMATION:

Ronald B. Westbrook, Small Business Development Director
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Virgie Thames, SBDC Administrative Assistant
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East Central Community College Workforce Development Center
Lucretia Williams, Director

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MSBDC @ East Central Community College SBDC is a member of the Mississippi Small Business Development Centers (MSBDC) network. MSBDC has assisted Mississippi businesses since 1981. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Contact Ronald B. Westbrook, 52 9th Street, Decatur, MS 39327, 601.635.6297, and rwestbrook@eccc.edu or sbdc@eccc.edu.

East Central Community College is an equal educational and employment opportunity provider.