

Beaufort County Community College's



Business and Industry Services

&

Washington/Beaufort County Chamber of Commerce

Present

Outstanding Customer Service

With

Tim Dannelly

When customers encounter your staff, the quality of service and atmosphere influence your customer's attitude and likelihood of future purchases. Often this takes place when the customer is displeased with your service. Sometimes providing the highest quality of service requires telling the customer something they do not want to hear. Your customer wants the best treatment and the highest degree of personal service at the same time. Is your company known for these traits? Invest time with Tim Dannelly, seasoned Sales Trainer and author of *Selling The American Dream*, and explore some of the secrets of providing **Outstanding Customer Service!**

Topics include:

- Steps to developing Customer Centered Thinking
- How to say 'NO' and deliver bad news without being offensive
- Positive ways to handle irate customers
- Ways of keeping a winning attitude

While competitors are engaged in shouting matches with their customers, you'll be cultivating happy customers and return business!

Turn more 'no' customers into 'yes' customers!

TUESDAY, MARCH 20TH, 2012

2:00 P.M. – 4:00 P.M.

BCCC CAMPUS/BUILDING 8 AUDITORIUM

Free!

Pre register by calling 940-6375 or 940-6306... or emailing EvaP@beaufortccc.edu

Tim Dannelly is a seasoned professional in management, sales, public relations, broadcast and entertainment. He conducts leadership and sales seminars all over America. His down-to-earth approach leaves his audiences with practical ways to apply new ideas and information, not just theory or "motivation for a day." Whether leading a Bible Study, presenting a seminar or keynoting a national convention, Tim's warmth and humor will excite and challenge those seeking higher levels of achievement.

www.beaufortccc.edu

www.wbcchamber.com