

# Gadsden County Small Business Service Center presents.....

## CUSTOMER SERVICE WORKSHOP

Participants learn how good customer service leads to greater productivity, enhances teamwork and cooperation, and creates a positive impact on the overall work place.



**FREE TO THE GENERAL PUBLIC**

**Saturday, March 24, 2012  
10 am to 1 pm**

**Gadsden County Public Library—Quincy**

**You must register to attend.  
Space is limited—Register early**

### **Topics include:**

- Improve communication skills
- Apply key steps to make customers feel helped, appreciated, understood, and respected
- Develop and deepen your listening skills

Presented by:

**Metropolitan Design &  
Consulting Group, Inc.**

“Creative Strategies to Maximize Your  
Profit & Your Potential!”

**Gadsden County Small  
Business Service Center**

Please contact:

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(850) 627-9231

### **Who should attend?**

**Business Owners  
Customer Service Representatives  
Future Entrepreneurs  
Individuals**