

LEADERSHIP CUSTOMER SERVICE WORKSHOP

Tuesday, November 19th

9 AM – 3 PM

Crossroads Institute Higher Education Center

208 Cranberry Road, Galax, VA 24333



*Leadership is a powerful tool for
your business.*

Where will you lead your team?

**Leaders are those who SERVE the people who SERVE the customers!
Front line staff members can make or break the customer experience.**



COST to attend:

FREE

Pre-Register Required

**Includes materials and
a box lunch!**



Who should attend?

- Small Business Owners
- Hospitality Staff
- Business Managers
- Government Workers
- Workforce Development
- Administrative Staff
- College Professors
- ANY PROFESSION

What you will learn?

**4 Principles of Customer Service: Attitude,
Service, Consistency, and Teamwork**

Lead by example

Being the best you

Best communication practices

How to deal with difficult employees/customers

**3 principles to inspire employees to achieve
great things**

To Register:

Call (276) 236-0391

or email

workshops@brceda.org

Sponsored By:



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