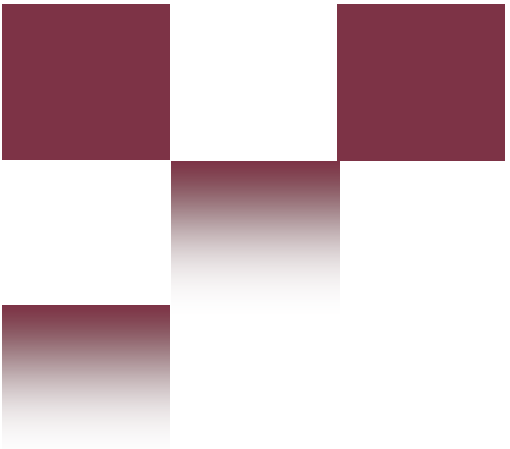




# Training for Industry & Business Professionals

## *Customer Service* Certificate Program

Starting September 29, 2009



**Enroll Now!**

**Business Training Center**

Address Service Requested

31 College Drive  
Concord, NH 03301-7412



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## Customer Service Specialist Certificate



Delivering exceptional customer service is more challenging and critical than ever before. This program is designed to develop effective communication techniques and improve interpersonal skills for frontline service providers and anyone who works directly with customers. Participants will learn how to handle all types of customer service situations with tact, confidence and professionalism. Successful completion of this program will provide an excellent foundation for advancement into supervisory and management roles.

### Program Dates and Topics

Training to be held on the following Tuesdays, 1:00 pm to 4:00 pm

- September 29th      *Quality Service Matters*
- October 6th        *Effective Communication Techniques*
- October 13th      *Know Your Customer*
- October 20th      *Successful Service Recovery Strategies*
- October 27th      *Commitment to Service Excellence*

### Distinguished Faculty

**Dawn Comito, BA, MS** has 27 years of experience in business and education. Dawn's career began with the airlines, and went on to include travel agency management, corporate training, sales and marketing. She served as a business relations liaison with national travel organizations including American Express, Disney, AAA and Marriott Corporation. She has a BA in Psychology from UNH and an MS in Business Education from SNHU. Dawn is responsible for the development of NHTI's Study Abroad programs, teaches in the NHTI's Travel and Tourism Department

**Joyce Jamroz** has over 20 years of experience in organizational development, consulting, and training. She provides services to clients seeking performance enhancement for individuals, teams, departments or their entire organization. In her training and consulting interventions, Joyce develops and implements customized programs to meet her clients' specific and unique needs. Her workshops help participants contribute to an environment where people work as a team to accomplish goals, communicate more effectively, and succeed with customers, co-workers and managers.

## Training for Industry and Business Professionals

**Dates/Times:** Tuesdays, September 29th thru October 27th, 1:00 pm to 4:00 pm

**Location:** NHTI—The Business Training Center, 31 College Dr., Concord, NH

**For a map and directions go to:**

<http://www.nhti.edu/directions.html>

**For more information** about this or other programs, please call (603) 271-6663 or visit

<http://www.nhti.edu/businesstraining/index.html>

### Four Ways to Register

**By Mail:** NHTI Business Training Center  
31 College Drive  
Concord, NH 03301-7412

**By Fax:** (603) 271-6667

**By Phone:** (603) 271-6663

**In Person:** Business Training Center,  
Farnum Hall, NHTI

**Cancellation Policy:** The Business Training Center reserves the right to cancel or reschedule any workshops due to insufficient enrollment.

**Refund Policy:** In order to receive a full refund, you must contact us a minimum of three business days before the workshop start date.

### Payment must accompany registration.

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (    ) \_\_\_\_\_ Email Address: \_\_\_\_\_

Employer Name and Address: \_\_\_\_\_ Position: \_\_\_\_\_

### **Customer Service Specialist Certificate Program**

**Tuesdays, September 29th thru October 27th, 2009**

**Tuition: \$550 (includes text and assessments)**

Payment Type:      Check (Payable to NHTI, Concord's Community College)  
                                 Charge to: (circle one) **VISA MasterCard Discover**

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

V-Code # Required: \_\_\_\_\_ **(3 digits on back of credit card near signature line)**

Signature: \_\_\_\_\_