

**Springfield Urban League
Communities Empowering Youth (CEY) Program Presents:**

Best Practices of Customer Service

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This web-based training will examine the following:

- Concepts of Cultural Competency
- Four Steps of Clear Communication
- Effective Interviewing Skills
- Telephone Etiquette
- How to Handle Difficult Clients

Learning Objectives

Upon completion of the web-based training session, trainees will be able to define, learn and understand the importance of customer service.

- Realize your role in providing customer service
- Realize that customer service involves managing the customer
- Learn the necessary steps to practicing good customer service
- Learn the cycle of customer service and customer satisfaction

To **register** for this free web-based training, please contact the
Springfield Urban League CEY Program at

(217) 789-0830