



Instructor: Koriahn Quint

# CALMING UPSET CUSTOMERS

Course #: C1026L

York County Community Action, Dupee Room,  
6 Spruce Street, Sanford, Maine



**MARCH 27, 2019**

**SESSION FROM 5:30—8:00 PM**

## course description

Handling a challenging customer is one of the more delicate aspects of customer service. This course provides sensible advice for managing potentially tense and stressful situations while staying effective. This includes interactions in-person, telephone and e-mail. Examine current research and statistics on managing customer complaints.

## how to enroll

Enrollment must be received at least one week prior to the start date of the class. Enroll online at our website, CFTEA.org or with the enrollment form on this flyer.

## how class works

Attend this class at the Sanford location to interact with peers and qualified instructor.

## tuition

**Special price: \$95** (normally \$245) per participant for training and materials.

## withdrawal policy

CFTEA withdrawal policy is outlined within our latest catalog and on our website. Before class begins the enrollment may be transferred to another student with the approval of the student's employer and the CFTEA office.

## Registration Form

Name: \_\_\_\_\_

Last Four Digits of SS#: \_\_\_\_\_

Email used for Course:  
\_\_\_\_\_

Telephone #: \_\_\_\_\_

Organization and Mailing Address:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Detailed daily agenda located at [cftea.org](http://cftea.org) under Course Descriptions—Leadership, Management and Supervisory. Complete Principles of Banking to earn Today's Supervisor Certificate.

Authorized by: \_\_\_\_\_

Register online at [CFTEA.org](http://CFTEA.org)

Scan registration form to [info@cftea.org](mailto:info@cftea.org) or  
FAX to: 207.514.8260

Questions? Call 888.366.3242