



Instructor:  
Nancy Hines



## CUSTOMER SERVICE Course # C1045WC

**WEDNESDAY FEBRUARY 20 & THURSDAY FEBRUARY 21, 2019**  
**WEBCOURSE RUNS FOR 2 NIGHTS FROM 6-8 PM**

### course description

Develop the key skills essential to successful customer service and maintenance of good customer relationships.

### 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 webcourse from any location with a telephone, computer or iPad. The best part? It's all live!

### tuition

\$200 per participant. Materials included.

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

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