



**Attention:** Managers, Supervisors and  
Human Resource Professionals

# Customer Service for Winning Results

*A professional development seminar for managers*

Learn skills that will create repeat business  
for your company and turn customers into  
advocates for your product or service.

**Friday, September 19, 2008**

**9:00 a.m. to 4:00 p.m.**

Rowan University, Glassboro, NJ

Education Hall, Room 2097



College of Professional &  
Continuing Education



**Customer Service for Winning Results** will help you teach your staff ways to ensure a positive service experience for your customers. You'll learn effective customer communication skills plus management techniques that motivate staff to provide quality service that drives profitability. *This training benefits:*

- **Customer Service Managers**
- **Call Center Managers**
- **Supervisors**
- **Team Leaders &**
- **Human Resource Professionals.**

**Cost: \$250 per participant**

*Discounts available for group registrations*

We reserve the right to cancel/reschedule this seminar due to low enrollment. This decision will be made one week prior to the start of the seminar. You will be notified if this course is canceled/rescheduled at this time.



**College of Professional &  
Continuing Education**

Education Hall, 3rd Floor  
201 Mullica Hill Rd.  
Glassboro, NJ 08028

Non-Profit Org.  
PRST STD  
US Postage PAID  
Permit #1047  
Bellmawr, NJ 08031

*Register Today!*

- [www.rowan.edu/cpce](http://www.rowan.edu/cpce)
- 856-256-4742 ● [cpce@rowan.edu](mailto:cpce@rowan.edu)