

Customer Service

Sponsored by:



and



Geni Astorg, MA
Presenter

**Friday April 23, 2010
9 AM- 12 PM
Parkersburg Country Club**

TOPICS TO BE COVERED:

Name: _____
Agency/Business: _____

Address: _____

Phone: _____
Email: _____

Register by 4/20/2010
Business (\$45)
Non-Profit (\$25)

Mail registration and check to:
Volunteer Action Center
521 Market St #6
Parkersburg, WV 26101

Or pay on-line at www.vacmov.org

- Customer Service – I Know it When I See It
- Body Language Being Positive
- Telephone and Voice Mail – Managing Clients/Customers in Ways That Meet Their Needs and Yours
- Breakfast and materials included in registration fee

For information: 304-424-3457
email: director@vacmov.org