

Join us for speaker Craig Harrison on the

3C's of Customer Service

Culture, Communication & Care

1-4 p.m.
Thursday, August 20
at the General Stilwell
Community Center



Craig is past president of the National Speakers Association's Northern California Chapter, and his clients include United Airlines and the Salvation Army. He has personalized a workshop for the Presidio of Monterey workforce and will focus on:

- * Creating a Service Culture
- * The Language of Service: Magic Words and Phrases
- * Face-to-face Service
- * Customer Service over the Telephone
- * Diplomatically Dealing with Difficult Customers

Registration is required!

For additional information contact
Army Community Service
242-7660

