



CUSTOMER SERVICE BOOTCAMP



ENHANCING THE CUSTOMER EXPERIENCE

Grant County, with funding from the U.S. Economic Development Administration, has partnered with Santa Fe Community College to conduct workforce development trainings. This no-cost training will help individuals take their customer service skills to a new level.

This **FREE** 1-day customer service bootcamp will help individuals go from delivering good service to exceptional. From projecting confidence to dealing with challenging situations, this learning event is packed with practical take-aways individuals will be able to put to practice immediately to earn their customers trust and confidence.

THE 1-DAY BOOT-CAMP INCLUDES

- The five skills needed to become a *customer advocate*.
- How to develop and deliver empathy.
- A 4-Step process to deal with challenging customers.

WHO SHOULD ATTEND?

Individuals who interact with customers who want to up-level their service skills.

WHAT TO EXPECT:

- > Practical and actionable techniques
- > Participative group discussions
- > Training exercises and activities



REGISTRATION INFORMATION

Cost: **FREE!**
 Location: Online via live Zoom Sessions
 Capacity: Limited to fifteen (15) participants, per cohort

Cohort #1: Tuesday, February 20, 2024, 9am-4pm (break 12noon-1pm)
 Register Here: [Customer Service Bootcamp Registration Link - Group 1](#)

Cohort #2: Tuesday, June 4, 2024, 9am-4pm (break 12noon-1pm)
 Register Here: [Customer Service Bootcamp Registration Link - Group 2](#)

For further information, please contact: Grant County Planning & Community Development Department
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