

Small Business Webinar Series

Five Critical Customer Service Skills



Jodi Smith, Workforce Training Director, Flathead Valley Community College

Thur. May 3, 11a.m.

Let's take these 30 minutes to focus on five critical skills that will almost guarantee a rewarding customer service or client interaction. Understand why these skills can make or break your service results. If you are a supervisor, use these skills as a checklist to ensure you are providing training, coaching, evaluation and support for these skills throughout your organization.

Hear experts provide an overview of small business development topics and phone in or type/chat questions or comments. We will follow-up with requests for additional information. All webinars are **free and open the public at 11 a.m.** (for 30 min) and will be recorded and archived.

- **Join the webinar** live, access the recorded webinar and for additional resources, go to: www.msucommunitydevelopment.org/smallbusiness.html
- For questions, email: commdev@montana.edu

Webinar Series sponsored by:



Additional support by:



Funded in part through a Cooperative Agreement with the SBA. Personal, timely advice on contracting with the government or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA. Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Please contact commdev@montana.edu or (406)-994-1750