

“TEXAS FRIENDLY”

Home-Grown Customer Service for Your Business



It's like a whole other country.

Taught by “Texas Friendly” program certified instructors, this comprehensive training focuses on the six hospitality habits necessary for quality customer service!

1. MAKE A GOOD, FIRST IMPRESSION
2. KNOW YOUR JOB
3. KNOW YOUR COMMUNITY
4. COMMUNICATE CLEARLY
5. HANDLE PROBLEMS EFFECTIVELY
6. MAKE A GOOD, LAST IMPRESSION

Other topics include business & cultural etiquette, phone courtesy, working with difficult people, handling complaints, and communication.

Attendees also receive: a **Certificate of Completion** and a **Texas Friendly** sticker to display in the business!

July 21, 2009

6 – 8pm

UTPA Annex (Suite 160, 2412 South Closser Blvd, Edinburg, TX)

Fee: ~~\$25~~ **FREE for a Limited Time Only!**

RSVP 956/292-7535

Making Dreams Come True, One Business At A Time!

The University of Texas Pan American Small Business Development Center

• A COMPONENT OF THE BUSINESS DEVELOPMENT & INNOVATION GROUP •

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