Great 3-part training on key concepts and special tips for customer service with students – sign up today!

**Serving the Student as Customer**

*Course Code SD119*

Series of three Thursday mornings: Oct. 21, Oct. 28, Nov. 4
Each class 9:00 am.-12:00 noon in University Center 2.01.24 Mesquite

*Ever wonder about best practices for working with students?*

- Positive communication
- Identifying needs
- Exceeding expectations
- The importance of quality service
- How your attitude can make the difference

*Serving the Student as Customer* shows participants how to make a crucial difference in student retention and customer satisfaction. This DVD-based training explores how to create a campus culture which emphasizes superior customer service. Participants strengthen skills in a variety of areas, including in-person contacts, phone, email, everyday situations, complaints and other challenging service situations. Each participant receives a 134-page book published by Noel-Levitz: *Connections, Practice for excellence, Path to success.*

Participants enroll via TXClass or call HR Training & Development Ext. 4658