



The Carpinteria Valley Chamber of Commerce



and the Professional Development Center at SBCC Announce

The Customer Service Institute

All classes meet from 8:30-12:30 ~ Cost \$15 per class

- **Interpersonal Communication** February 10 & 12
- **Making Teams Work** March 10 & 12
- **Customer Service** April 21 & 23
- **Stress Management** May 12 & 14
- **How to Stay One Step Ahead** September 8 & 10
- **Time Management & Personal Organization** October 13 & 15
- **Dealing with Criticism & Difficult People** November 10 & 12
- **Graduation** December 8

Each class completion worth .5 units of college credit!

Enrollment is Easy!

Contact Kathy Rowley at Rowley@sbcc.edu or call 683-8284.

Please RSVP one week in advance.

Complete 6 classes and receive a Certificate of Recognition.

Send 3 people from your company and we will bill you!!!



All classes held at the
Best Western in Carpinteria
4558 Carpinteria Avenue

