

# GRINNELL COLLEGE

## Professional Customer Service with Marvin Knoot

Tuesday, November 12, 2002

9:00 a.m. - 11:00 a.m. & 1:00 p.m. - 3:00 p.m.

Forum South Lounge

Employees choose one session to attend

R.S.V.P. to [hr@grinnell.edu](mailto:hr@grinnell.edu) or ext. 4818.

Seating is limited to 25 participants per session.



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This training will provide an engaging discussion with participant involvement and interaction. Participants will learn about the steps of a professional customer service transaction, to include:

- greet and establish rapport
- listen to learn the customer's expectations and confirm
- explain what will happen and reconfirm
- provide service as agreed
- follow-up

Visit the Above & Beyond website for additional details and a schedule of the year's events: [www.grinnell.edu/offices/humanresources/custservice0203](http://www.grinnell.edu/offices/humanresources/custservice0203)

