



News from Merced College

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AWARD WINNING CUSTOMER SERVICE CLASSES AVAILABLE THROUGH MERCED COLLEGE

In partnership with local chambers of commerce, Merced College's Customer Service Academy classes are dynamic, energizing, useful, and appropriate for all levels of employees. The program is designed to equip organizations with the professional customer service skills that are needed to succeed with both internal and external customers.

The next scheduled class is "Conflict Resolution." This training will take place at the Business Resource Center on Thursday, August 20 & 27 from 8 a.m. to 12:15 p.m., or from 1-5:15 p.m.

Conflict gets in the way of good business. This class will explore the causes and impact conflict can have on customer service. Participants will learn strategies and techniques for resolving tough issues and how to turn a difficult customer into a loyal one.

The cost for the two-day session, which provides 1.2 unit of college credit, is only \$23.

The class will be held at the Merced College Business Resource Center, 630 W. 19th Street in downtown Merced.

For more information please contact the Merced College Community Services office at (209) 384-6224 or register at www.mercedcommunityservices.com.

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