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*\*Materials fee may apply.*

## Dealing With The Difficult and Irate Customer

Don't let an angry customer make your job unpleasant or intolerable! If you've ever had a rude, angry, or difficult customer you weren't sure how to handle, then this session is for you. In this workshop you will learn simple communication techniques that will help you feel more confident and more comfortable when "the heat is on" ... leading you to serve customers more effectively and build profitability.

*Registration may close 72 hours prior to a training session. Cancellations received up to 10 calendar days prior to the training session or beginning of the training series are refundable, less an administrative/materials fee. After that time, cancellations are subject to the registration fee.*

**January 27, 2017 or October 19, 2017**

8 a.m. – 11 a.m. • P•A•S Training Center  
1401 19<sup>th</sup> Street, #110 • Kress Building  
*(southwest corner of 19<sup>th</sup> and "K" Streets in downtown Bakersfield)*

\$145 per participant

If you would like to register one or more participants for this session, please contact our office at (661) 631-2165 or email us at [Training4You@PASassociates.com](mailto:Training4You@PASassociates.com).



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*Our priority is people. Our product is service.*

*Workshops are presented in the P•A•S Training Center OR on-site at your location OR live online! We can customize any workshop for your team.*

