



\*Materials fee may apply.



## Telephone Courtesy Pays Off!

This session provides basic telephone etiquette skills, such as courteously putting a caller on hold, effectively using voicemail, saying "no," and handling language differences, complaint calls, and angry customers. This session is a must in today's electronic-focused, sometimes impersonal world.

*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.*

**March 3, 2017 or August 30, 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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**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.**

