

Back in El Paso  
for the first time  
in 8 years!

# Customer Service

## Targeting Excellence

Presented by *The Woods Consulting Firm*

2 Half -Day Sessions

# Utilizing Your Number One Competitive Weapon... **SERVICE!**

## Part 1

Topics Covered in this

*Dynamic*

Half-Day Seminar

- Tool 1: **Caring Attitude**  
Improving & Energizing Your  
Service Attitude
- Tool 2: **Courtesy**  
Developing and Establishing a  
Service Philosophy

## Part 2

Topics Covered in this

*Dynamic*

Half-Day Seminar

- Tool 5: **Communication**  
Case Studies: Handling ...Angry,  
Impatient...Customers
- Tool 6: **Consistency**  
Steps for Sharpening Service  
Performance

**Date:** July 29 & August 5 (Tuesdays) 2003

**Time:** 8:00am - 12:00pm

(Continental Breakfast Served 7:30-8:00)

**Location:** El Paso Times, 300 N. Campbell St.

\*Free Parking Available (Enter on Mills Street)

**Investment:** \$99 per Day (\$198.00 for Both Session)

**Registration:** Call 845-2277 Reserve Today!

Visa & Mastercard Accepted

Corporate Package - Send 3 and Get 1 FREE

El Paso Times  
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## "Manager's Tool Kit"

A Year-long Management Series  
Monthly Module Schedule

Module 9	Conflict Resolution	Part 1	August 26, 2003
		Part 2	September 2, 2003
Module 10	Managing Change		October 2003
Module 11	Project Management w\ Teams		November 2003
Module 12	Priority Management: Balancing Time		December 2003
Module 1	Personal Excellence		January 2004
Module 3	Management Excellence		February 2004
Module 4	Team Building		March 2004
Module 6	Leadership Excellence		April 2004
Module 7	Coping Skills		May 2004
Module 8	Customer Service		June 2004