Classes offered this spring by the Rogue Community College Small Business Development Center will cover using Excel’s features, providing great customer service, payroll basics, and successful project management. The following courses will be held at the Small Business Development Center, 214 S.W. Fourth St., Grants Pass.

KNOCK THEIR SOCKS OFF CUSTOMER SERVICE AND BUSINESS TELEPHONE EFFECTIVENESS — 6-9 p.m. April 25 and 27. Learn how to be the very best in outstanding customer service and create an impression that guarantees customers will return. Learn how to create a positive first impression, establish your company’s image, show consistent enthusiasm, communicate clearly, and meet customer’s needs. Instructor: Gail Turner, Success Builders. Tuition: $66.

FUNDAMENTALS OF FINANCE AND ACCOUNTING: PAYROLL BASICS — 6-9 p.m. April 26 and 28. Learn the basics of maintaining a payroll and paying taxes. Continuing Education Units (CEUs) are available. Instructor: David Blauser, CPA. Tuition: $66.

MS OFFICE XP EXCEL SERIES FOR BUSINESS SERIES — Microsoft Office is the country’s most utilized office operating system, yet research reveals that the average user makes use of only about 20 percent of its capabilities. Take computer skills to new levels of competency and productivity through hands-on instruction. Prerequisite: Basic computer knowledge. Continuing Education Units (CEUs) are available for these courses. Instructor: Penny Stepka, Crescent Computer Services. Tuition for each section: $40.
   ♦ Getting Started — 6-9 p.m. April 26
   ♦ Formulas — 6-9 p.m. April 27
   ♦ Charts — 6-9 p.m. April 28
   ♦ Databases — 6-9 p.m. May 2
   ♦ Object Linking and Imbedding (OLE) — 6-9 p.m. May 4

The following course is offered on the Riverside Campus, G Building, Room 5, 117 S. Central, Medford.

SIMPLIFIED PROJECT MANAGEMENT — 6-9 p.m. April 25 and 27. Essential for all contractors, small business owners, and supervisory personnel. This interactive course will help participants determine successful project management skills. Instructor John Graham, who has more than 30 years experience in corporate fields, works with local businesses and contractors to develop business and safety management programs. Tuition: $73.

A once-per-term $10 registration fee will also be charged. Pre-registration is required by noon two working days before the class to avoid cancellation. Enrollment is limited. Register on-line at www.roguecc.edu/SBDC, at any RCC registration site, or call the SBDC at 956-7494, 245-7500, Ext. 7494, or 1-800-411-6508, Ext. 7494, for pre-registration or further information.

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