



Rogue Community College

BUSINESS DEVELOPMENT CENTER

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Learn sales and customer service skills

Small businesses can't "cost cut" out of difficult times; they must sell to achieve prosperity. A one-day class on selling and presentation will help business owners acquire the skills to achieve prosperity.

Offered by the Rogue Community College Business Development Center, "Selling and Presentation Skills Sales Camp" is scheduled from 9 a.m. to 4 p.m. July 16. The interactive class focuses on understanding and reaching prospective customers. Topics include qualifying, handling objections, and secrets to goal setting. The sales camp will be offered at the RCC Business Development Center, 214 SW Fourth St., Grants Pass. Nancy Koerberis is the instructor; tuition is \$99.

Also designed to help businesses succeed is an RCC course titled "Providing Outstanding Customer Service." The course offers information and skills with which to build a solid customer service operation and includes information on handling phone calls.

Scheduled from 6 to 9 p.m. July 20–27, the class will be offered at the RCC Riverside Campus, A Building, Room 12, 202 S. Riverside, Medford. The instructor is Greg Bassett; tuition is \$159.

Enroll in both classes and pay just \$248. Pre-registration is required by noon two working days before the class to avoid cancellation. Enrollment is limited. Register online, at any RCC registration site, or call the SBDC at 956-7494.

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