RCC offers customer service classes

With tourism playing an increasingly important role in southern Oregon’s economy, having skilled, well-trained employees is vitally important.

The Rogue Community College Small Business Development Center is offering training that will help businesses provide top notch customer service.

HEADING INTO THE TOURIST SEASON – CUSTOMER SERVICE FOR THE HOSPITALITY INDUSTRY: 6-9 p.m., Feb. 6 and 8. Learn how to provide outstanding customer service and create a positive lasting impression. Tuition: $89. Instructor: Karen Richards.

SUCCESSFUL TELEPHONE SKILLS: 9 a.m. to noon, Feb. 27. Topics include attitude, handling interruptions, choosing words wisely, professionalism, taking messages, screening and transferring calls, and handling the problem caller. Tuition: $55. Instructor: Donna Love, RCC small business specialist.

Classes will be held at the RCC Small Business Development Center, 214 S.W. Fourth St., Grants Pass. Pre-registration is required by noon two working days before the class to avoid cancellation. Enrollment is limited. Call the SBDC at 956-7494 for pre-registration and further information. Register at any RCC registration site or on-line at www.roguecc.edu/sbdc.

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The Small Business Development Center is partially funded by the U.S. Small Business Administration. SBA’s funding is not an endorsement of any products, opinions or services. All SBA funded programs are extended to the public on a nondiscriminatory basis. Reasonable accommodations for persons with disabilities will be made if requested in advance. Contact RCC Small Business Development Center, 214 SW Fourth Street, Grants Pass, 956-7494 to make arrangements.

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