

January 13, 2010

# EDA Announcement

## Customer Service Classes to be Available

The SW Adult Basic Education (ABE) will be providing a Customer Service class in Ortonville—**free to your employees!** The Class will begin the first week of March 2010 and will consist of 4 classes at 1.5 hours each. The classes will be one time per week for four weeks.

### Level #1 The Golden Rule

“Treat your customers as you would like to be treated as a customer.” It’s all about relationships with your customers.

### Level #2 The ‘Other Golden Rule’

“He who has the gold rules.” Customers’ expectations for good customer service are different than ours. Make them feel important. Be a Secret Shopper.

### Level #3 Conflict Resolution

“Perception is greater than reality” A problem is only a situation for which you are unwilling to seek a solution.

### Level #4 What’s in it for me?

Become more successful in your career. Become a greater asset to your employer/company. Set goals for excellence both personally and corporately.

### Level #5 Win-Win-Win

Winning isn’t winning if you just make the problem go away. Rate yourself for your level and quality of customer service. What is the benchmark for customer service?

**In order to plan, please advise how many employees you would be sending to this class.**

Financially provided by ABE

Co-Sponsored by: Community ED 839-6181 x402 & Ortonville EDA 839-2612

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### Media Center

Are you aware that the new Media Center located in the lower level of the Ortonville Public Library is available for your meetings?

- Tables configure to meet the needs of your meeting.
- 10 laptops Available
- 3 Desktops Available
- Smart Board
- Projector

The Media Center is also equipped with various software and Wii games for all age groups!

Call 839-2494 to reserve space or check out the Calendar of Activities currently scheduled at [www.ortonville.net](http://www.ortonville.net)

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## FACEBOOK: Did you know...

- The average user has 120 friends on the site
- More than 3 billion minutes are spent on Facebook each day (worldwide)
- More than 4 million users become fans of Pages each day (why shouldn’t they become a fan of your business?)
- If Facebook were a country, it would now be the **8th most populous** in the world.

**To grow your business, how can you not be part of Facebook? Chances are very good that your customers are on Facebook. Excerpt taken from: <http://www.stevegasser.com/>**