



Customer Care Learning

Learn:

- How to find mutual agreements
- To keep calm in the face of anger
- How to stay away from negative buzz words
- Active Listening Techniques

**Saturday, June 11th 2016
10 AM- 12:30 PM**

Frank D. Reeves Municipal Center

Suite 206 – 2000 14th St NW-

Join us for 2.5 hour class & receive full credit

For more info: (202) 671-2825 – Ingrid.gutierrez@dc.gov

Please Register: <http://tinyurl.com/Quality-Customer-Care>