The Weinberg Staff Advisory Board Presents:

**Tough Customers**
A FREE professional development seminar for WCAS staff

Thursday, October 2nd, 2014
1:00-2:30 PM
The Lake Room - Norris Student Center

Customer service is more important than ever in the University environment. But how can you give great service when customers - students, faculty, administrators, members of the public - are difficult?

"Tough Customers" will give you tools to help you defuse tense situations, so you can create a better outcome for the customer - and for yourself.

You'll learn:
• How to talk to a difficult customer
• How to say no when no is the only answer

In this lively workshop, you'll see your ideas brought to life by Workplace Interactors: professional actors who specialize in interactive learning.

Presenters: Dan Feldt, Beverly Feldt and Felicity Joy

Light refreshments will be served.

Save your spot by RSVPing to the paperless post invitation.

Registration is free for all WCAS staff members, but failure to attend will result in a $30 charge to a departmental chart string.

This event is co-sponsored by the WCAS Dean's Office

Questions? Please write to WCAS_StaffAdvisoryBoard@northwestern.edu