



"I LOVE THIS PLACE": PRACTICAL LESSONS IN CUSTOMER SERVICE

Led by Joanne Roukens, HRLC Executive Director

Wednesday, October 25th, 2006

9:30am -12:30 pm (coffee 9:00am)

Cost: \$10

Burlington County Library

5 Pioneer Boulevard, Westampton, NJ

Directions: www.bcls.lib.nj.us/libraries/county/map.shtml

Satisfied customers are essential to the success of any organization!

The sole reason your library exists is to provide library materials and information services to your public. If patrons cannot find what they need and do not receive courteous service, why should they come to the library?

This program identifies behaviors that promote good customer service among all levels of library staff, including staff behind the scenes.

By the end of this presentation, participants will be able to:

- Describe good customer service
- Apply behaviors that ensure good customer service
- Apply strategies for coping with difficult situations



Suggested Audience: All library staff

--- Earn 3 PROFESSIONAL DEVELOPMENT HOURS for attending this program. ---

Yes! Sign me up for the I Love This Place on October 25th, 2006...

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5 Pioneer Boulevard, Westampton, NJ

Name:

Library/Organization

Phone:

I have called SJRLC to confirm ____ **Return registration form to:**
SJRLC 10 Foster Avenue - F3, Gibbsboro, NJ 08026 Fax: 856-346-2839 Phone: 856-346-1222