Customer Care Begins with YOU

Luncheon and Training
For Staff in Non-Clinical Roles

Select one of these dates:
Sept. 16, 2010, 10 a.m. to 1:00 p.m.
Sept. 21, 2010, 12 noon to 3:00 p.m.

First Baptist Church
Corner of Liberty and Marion Streets
Salem

Training will begin promptly on time.
Please arrive early to sign-in.

FAX Registration to 503-585-4989

Registration deadline: September 2

Agency receptionists and support staff are the first point of contact for clients. Your interactions set the tone and can determine how well we engage with people needing our services.

This training will bring you state of the art techniques developed in healthcare to improve the customer's experience. Guest trainer will be David Barlow, Director of Service Excellence at Salem Hospital

We will also review the unique sensitivities of our clients due to their previous history of trauma.

Name _____ Phone _____
PLEASE PRINT CLEARLY

Name of Agency _____ Fax _____

Please register me for (choose one): ___Thursday, Sept. 16
___Tuesday, Sept 21

We will fax you a confirmation of your registration and map.
Questions? Call Gwen at 503-361-2647.