



# Becoming a Rising Star

Date and Time: Wednesday, May 14, 2008, 7:45 a.m. or 1:00 p.m.

Cost: \$25.00 (\$20.00 will be paid by corporate sponsor – Attendees pay \$5.00)

Course Description: This class will help participants understand how their customer service skills can have a great impact on our local economy, as well as the success of individual companies. They will also learn the basics of exceptional customer service. At the end of the course, participants will know how to put those skills to use immediately in their jobs.

In this class you will:

- Understand the common elements of a bad customer experience and learn to avoid them
- Understand the common elements of a great customer experience and learn how to make them happen
- Understand how your customer service skills relate to your company's overall success
- Understand how to be a change agent for your company
- Know the answers to basic questions area visitors might ask
- Understand the Rising Star Customer Service Program

This class is designed for anyone who greets the public in Montezuma County.

Instructors:

Jan D. Dixon ran a career counseling, business development, and coaching practice in St. Louis before starting her own business, *SmartChoices*, LLC, in the Four Corners. Ms. Dixon has helped hundreds of people with job and career transitions, in addition to helping individuals launch new business. She is an experienced workshop leader and national speaker. Her topics have included subjects such as “10 Questions About Work and Careers That No One Ever Taught You,” “Finding Your Balance in Work and Life,” and “The Art of Listening – Building Loving Lasting Relationships.” She is a certified coach, author and journalist.

Marcy Cummins is the Executive Director of the Cortez Area Chamber of Commerce, a member-based organization dedicated to creating an environment conducive to business success in the four corners area. Her undergraduate degree is in Business Administration, and her graduate work is in strategic quality management. She has facilitated strategic planning retreats throughout the western United States and has assisted numerous local organizations in aligning their business processes with customer expectations. Ms. Cummins also offers strategic planning and quality improvement consulting to individual companies throughout the four corners area, and teaches classes in Quality Improvement, Leading Process Improvement Teams, Facilitating Skills, Managing Difficult Behaviors, and Using Data for Breakthrough Improvement, among others.