



## OBT 50 CUSTOMER SERVICE

### HYBRID CLASS!

**DO YOU WANT TO TAKE CLASS,  
BUT CANNOT ATTEND EVERY DAY?  
THIS IS THE CLASS FOR YOU!**

This class will meet two days a week face to face and the rest of the class can be taken online! Customer service covers: *internal and external customers, customer expectations and satisfaction, communication, team building, conflict resolution, working with difficult personalities, attitude management and more!*



**FALL 2019  
OCTOBER 28 through NOVEMBER 7  
TICKET # 3304**

**For more information contact:  
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**[WWW.GLENDALE.EDU/CE](http://WWW.GLENDALE.EDU/CE)**