Customer Service Week

October 6 - 10, 2008

Events include:

♦ Don’t be Fooled or Look Foolish Again: Reading and Using Body Language to your Advantage: Bestselling author Maryann Karinch will provide tips and examples for reading, using, and understanding body language in a customer service position. Books will be raffled at this workshop, and a book signing will follow the event. October 7, 2008 from 9:30 – 11:30 am in SUB II, front ballroom.

♦ The Power of Charm: Learn how to capture people's trust and attention within the first few seconds of meeting and win the support of others who can help you achieve your goals. October 8, 2008 from 1:00 pm until 2:30 pm in Mason Hall, D3 A & B

♦ Professionalism at Work: Learn about professional etiquette standards such as professional dress, appropriate workplace behavior, phone protocol, and email best practices. October 9, 2008 from 1:00 pm until 2:30 pm in SUB II, VIP 2

To register for any of these workshops, please visit http://hr.gmu.edu/training