

# 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>