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News Release

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For immediate release

### **Common Sense Customer Service Seminar Offered at SCC**

The emphasis in this seminar will be the fundamentals of quality customer service including greeting, how to handle complaints, meeting customer needs, going the extra mile, and exceeding expectations. Learn to gain personal and professional confidence and pride thereby being able to provide improved quality service, generate satisfied, happy customers, and earn repeat business.

This free seminar presented by Martha Warner will be offered Thursday, June 4 from 1 to 4 p.m. in T-122 on the campus of Southeastern Community College.

To pre-register, contact Jeanell Sweat at 642-7141, ext. 397 or at [jsweat@sccnc.edu](mailto:jsweat@sccnc.edu).

For more information about SCC's Small Business Center, contact Brenda Orders at 642-7141, ext. 419 or at [borders@sccnc.edu](mailto:borders@sccnc.edu).

Visit SCC on the Internet at [www.sccnc.edu](http://www.sccnc.edu).