

FREE

November 17, 2015

Session I – 9:00 - 11:00am

Session II – 1:00 - 3:00pm

CUSTOMER SERVICE TRAINING

Diversity Awareness = A+ Customer Service for Everyone

Participants will:

- Better understand how to provide ALL customers with exceptional service
- Be aware how customers perceive the service we offer and how we perceive the needs of our customers may depend on their (and our own) personal and cultural perspectives
- Learn methods to apply empathetic listening and questioning to understand issues

TRAINING INFORMATION:

Date: Tuesday, November 17, 2015

Time: Session I – 9:00 - 11:00am
Session II – 1:00 - 3:00pm

Location: Cozy's Comedy Club
9700 Warwick Boulevard
Newport News, VA 23601
757-595-2800

SESSION I & II
CLICK HERE TO REGISTER

For the direct registration link, please go to
<http://fallcustomerservicetrainingsession-11-17-15.eventbrite.com>
Registration problem? Contact: Rita Bond at 757-826-3327

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KEELY HUMPHREY

Keely Humphrey has been employed with the City of Newport News since November 2012. Keely is currently the Training Coordinator for the Waterworks Department. In this capacity, Keely promotes learning, development and employee engagement. She strives to create a memorable experience as she develops, facilitates, and plans department wide training programs and initiatives. Keely began her career as a facilitator and training specialist while serving in the United States Air Force. Upon her enlistment completion, Keely attended and graduated from Arizona State University with a Bachelor of Arts Degree in Communications. Relocating back to the Peninsula, Keely worked at Langley Federal Credit Union implementing a leadership training program, new employee orientation program, and recurring soft skill training programs. Most recently, Keely was employed by the Virginia Employment Commission as a Veterans Employment Specialist, conducting employment related trainings and assisting veterans in finding meaningful employment. Keely is married, has 2 adult children and ADORES her 2 grandchildren.