



Harlem Community  
Development  
Corporation



# Effective Customer Service for Your Small Business

**Good customer service can be the difference between success and failure for small businesses.**

**This free seminar, featuring a panel of successful local business owners, will provide you with the do's and don'ts for maintaining great customer service.**

## **Key Topics and Tips Covered:**

- ***Creating effective first impressions***
- ***Building customer loyalty and referrals***
- ***Resolving complaints***
- ***Coaching your service team***

**Wednesday, March 7, 2018  
9:30 AM – 11:30 AM**

**Location:** Adam Clayton Powell, Jr. State Office Building  
163 West 125th Street, 2<sup>nd</sup> Floor Art Gallery  
(You will need a photo ID to enter the building)

**Space is limited. Please register for this free seminar by contacting Harlem CDC at 212-961-4100 or [harlemcdc@esd.ny.gov](mailto:harlemcdc@esd.ny.gov).**

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