



**WILLIAM
PATERSON
UNIVERSITY**

OFFICE OF HUMAN RESOURCES • COLLEGE HALL

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The 7 Habits for Customer Loyalty

(Customer Care Certification)

Learn how to participate in the creation of a Community culture where in each person is focused on delighting every customer. For this to occur, every person's heart, mind and energy must be focused on delighting customers consistently. Both leadership and frontline employees will benefit from learning the core principles which ensure that every customer is treated with the top-notch customer service necessary for building student and University success.

Time: 9:30am - 12:30pm

Dates and locations:

Dates: November 30th, December 1st, 7th and 8th

Location: College Hall Board Room 202

[Registration is required.](#) Please complete the attached registration form and scan and email to training@wpunj.edu or submit via fax to extension 2090. For questions, you may direct your call to Desyra Highsmith at extension 2834 or Myrna Torres at extension 2887.