



TO REGISTER:

Mail: Continuing Studies & Outreach
UNA Box 5036
Florence, AL 35632-0001
Phone: 256-765-4862
Fax this form to: 256-765-4872

SUPERIOR CUSTOMER SERVICE

UNA East Campus, 1640 Tune Ave., Florence, AL 35630
Tuesday, October 27, 2009: 5:00 – 8:00 p.m. (Course No. 09-PD303)
Or Friday, November 6, 2009: 9:00 a.m. – 12:00 Noon (Course No. 09-PD304)
Cost: \$39/\$29 when 5 or more register together
Instructor: Jennifer Cornelius

Name
Position Held
Bill to
Mailing Address
City State Zip
Phone (Day) (Evening)
Fax Email

The "Superior Customer Service" session will cover the following material:

- 1. Effectively handling incoming calls and creating positive relationships
2. Communicating with 'Style'
3. Dealing with complaints by using 3 steps
4. 'Show the Love' to your customers
5. Learn to leave complete and effective voice-mail messages
6. Ending calls on a positive note
7. Handling diverse customers professionally

MEET YOUR INSTRUCTOR:

JENNIFER CORNELIUS is an HR professional with more than thirteen years of human resources and compliance experience. Jennifer began her career in the office of Human Resources and Affirmative Action while attending the University of North Alabama, where she holds a bachelor's degree and a Certificate in Human Resource Management. She continued her HR career at a tile manufacturing company and served as Human Resources Manager for a copper tubing facility. Jennifer also worked for a Fortune 500 staffing firm where she served as Branch Manager and was Human Resource Manager for a national cable and media service provider, supplying HR support to Florence, Tupelo, Corinth, Fulton, and West Point locations. She has managed all phases of the human resource function and has dedicated the last two years of her career to training and compliance. Jennifer has partnered with numerous facilities in North Alabama, including UNA, and is dedicated to providing training needs to our current and future leaders.

In her current role, Jennifer is the HR Manager for Thacker Casket Manufacturing. She is a member of the Society of Human Resource Management and the Shoals Chapter SHRM, where she currently serves as the Secretary and Social Events Chairman. Jennifer is a Shoals native and resides in Killen with her husband and three daughters.

Payment Method: (please check one)

- () Check (payable to UNA)
() American Express () VISA Credit Card #
() Discover () MasterCard Expiration Date
() Purchase Order Authorized Signature
() Money Order

Total payment amount per registrant:

REGISTER NOW BY FAXING THIS FORM TO THE NUMBER LISTED ABOVE OR BY PHONE