



CITY OF BALDWIN PARK  
COMMUNITY DEVELOPMENT DEPARTMENT PRESENTS  
Free Business Workshop Series

# "THE BEST CUSTOMER SERVICE" HOW TO...THE BASICS

Here's how you can beat your competition. Great customer service is rare in the digital age. Your competition isn't delivering it but you can. We'll show you how!

**Wednesday, March 22<sup>nd</sup>**  
**6:00 PM - 8:30 PM**  
**Arts & Recreation Center**  
**14403 B E. Pacific Ave**  
**Baldwin Park CA 91706**

Refreshments and snacks will be provided.

This is a very interactive, high energy workshop that focuses on the simple fact that if the employers treat their people right - hire the right people, train them right, reward them right, hold them accountable, etc. - then their people will always go the extra distance for the customer and their employer. The premise is very simple: Treat people how you want to be treated as a way of life. By taking that simple basic concept and expanding it into specific behaviors and key focus areas, any business or person can and will improve their financial and personal success. If you always do what you've always done...you'll always get what you've always gotten. Want to get a different result? Then it's time to do something different.

The presenter of this workshop is **Dan Quinn Sr. Director of Corporate Relations**, Easter Seals Southern California. The key elements that he brings to every presentation are his experience and passion. With an entire career spent in the field of hands-on retail, he is able to relate to associates at all levels because "I've been there" doing what they do. He has over 30 years of customer service and training experience, making dynamic, hands-on, innovative training happen at all levels from one-on one mentoring to corporate presentations. He delivers workshops that people come away from saying things like: "I can do that", "That's the kind of Leader I want to be", "That was the best meeting I've ever attended"! Then they create a different, winning experience for their associates and their customers.

In partnership with  **SCORE**  **this is a No-Charge event.**  
FOR THE LIFE OF YOUR BUSINESS

To register click [HERE](#) or call the **Community Development Department Direct Line at (626) 813-5253**.  
For information regarding the workshop please call **Victor Viramontes at (626) 960-4011, Ext. 495**.

**City Council**  
Manuel Lozano, Mayor • Susan Rubio, Mayor Pro-Tem  
**Councilmembers**  
Cruz Baca • Monica Garcia • Ricardo Pacheco  
Alejandra Avila, City Clerk • Maria Contreras, City Treasurer