

# Delivering Optimal Customer Service

## Workshop Overview

Professionalism is essential to achieve your career and organizational goals. Join us in this interactive professional development workshop presented by Margaret Hernandez of The ANROMA Group.

We will focus on Successful Attitudes, Organization and Customer Service Communication techniques. Every recipient will leave with a refreshed look at his/her role, with a sharpened professional skill set. The purpose of this workshop is to reduce stress, motivate and empower each one of us to fulfill the goals in our place of employment, community and personal lives.

## Location:

Grove Community Church  
Breakout Room D4  
19900 Grove Community Dr.  
Riverside, CA 92504

## Date | Time | Cost:

- January 27, 2011
- 10am-1pm
- \$40 for NRC Members
- \$60 for all other participants

## To Register:

Contact Malaquias Ponce at  
mponce@vcrivco.org or (951) 329-4736

Facilitator: Margaret Hernandez  
January 27, 2011 ▪ 10am-1pm

## About the Facilitator

Margaret is passionate about helping others achieve their goals. To help businesses succeed and surpass their own expectations, and to motivate individuals to excel in their places of employment. ANROMA is committed to making it happen.

The ANROMA Group was founded with Excellence in mind. Founder, Margaret M. Hernandez throughout her 10 year coast to coast career, has had a passion and expertise in utilizing Customer Relationship Excellence and Maximizing Employee Potential to achieve success. Combining Professionalism, Organization, Communication, Critical Thinking, and Leadership skills to create the unique professional development curriculum The ANROMA Way ©.

The ANROMA Group is dedicated to improving work flow, sales, and over-all operations of business. ANROMA approaches each project with a positive attitude and is committed to a successful outcome. Please visit [anromaway.com](http://anromaway.com).



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 Nonprofit Resource Center

 A program of  
Volunteer Center of Riverside County