

# STUDENT WORK TRAINING

## **WHAT:**

**Customer Experience  
Management**

## **DESCRIPTION:**

**Customer Experience Management (CEM) focuses of the training program. This training covers topics such as how to provide great service, dealing with difficult customers, and what it means to own your job.**

**STUDENTTRAINING@BERRY.EDU**

## **FEBRUARY**

**Mon., 2 1:00-2:30**

**Wed., 4 3:30-5:00**

**Tues., 17 3:30-5:00**

**Thurs. 19 11:00-12:30**

## **MARCH**

**Mon., 2 2:00-3:30**

**Wed., 4 3:30-5:00**

**Tues., 24 3:30-5:00**

**Thurs., 26 3:30-5:00**

## **LOCATION:**

**Krannert 217**

## **SIGN UP:**

**Sign your student workers up by emailing us with the training name and date they would like to attend.**