

# “TEXAS FRIENDLY”

Home-Grown Customer Service for Your Business



*It's like a whole other country.*

Taught by “Texas Friendly” program certified instructors, this comprehensive training focuses on the six hospitality habits necessary for quality customer service!

1. MAKE A GOOD, FIRST IMPRESSION
2. KNOW YOUR JOB
3. KNOW YOUR COMMUNITY
4. COMMUNICATE CLEARLY
5. HANDLE PROBLEMS EFFECTIVELY
6. MAKE A GOOD, LAST IMPRESSION

Other topics include business & cultural etiquette, phone courtesy, working with difficult people, handling complaints, and communication.

Attendees also receive: a **Certificate of Completion** and a **Texas Friendly** sticker to display in the business!

November 18, 2009

9 – 11 am

McAllen Hispanic Chamber of Commerce  
3313 N McColl Rd, McAllen, TX

Fee: \$25

RSVP 956/292-7535



*Making Dreams Come True, One Business At A Time!*

The University of Texas Pan American Small Business Development Center

• A COMPONENT OF THE BUSINESS DEVELOPMENT & INNOVATION GROUP •

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Funded in part through a cooperative agreement with the U.S. Small Business Administration. Reasonable arrangements for persons with disabilities will be made, if requested at least two weeks in advance. Assistance for the hearing impaired can be obtained by calling the TDD at (956) 384-5071.