



## San Diego Building Engineers Association

# Customer Service for Engineers

### WHO SHOULD ATTEND THIS TRAINING?

This course is highly recommended for all levels of Engineering to build your skill and knowledge of providing customer service. Building a relationship between your customers/employees and your organization is important for maintaining retention. In short good customer service creates loyal customers.

### WHAT YOU WILL LEARN

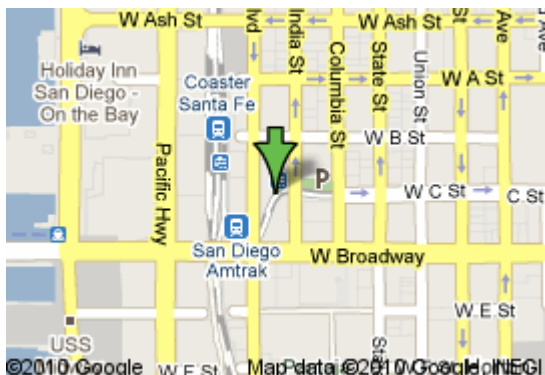
The training includes:

- Introduction & ground rules of Customer Service
- What exactly is Customer Service, who are the leaders
- Communication, how to do it right
- Conflict Resolution
- Leaderships skills in tough times

### WHERE & WHEN WILL THE TRAINING TAKE PLACE

March 18, 2010  
5:00 to 7:00 pm

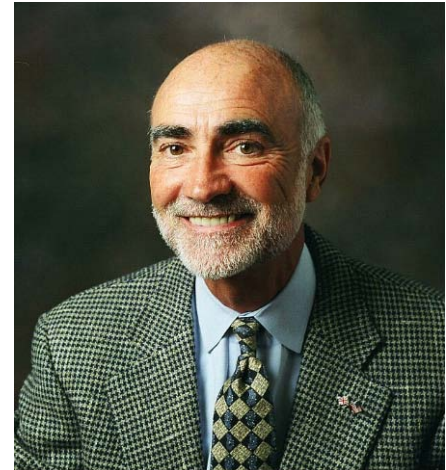
[One America Plaza \(2<sup>nd</sup> Floor Conference Center\)](#)  
[600 W Broadway](#)  
[San Diego, CA 92101](#)



Special Thanks For Providing Meeting Space

### TO ENROLL

- All members in good standing can attend free of charge and will be given priority over non-members. Register on line at <http://www.sdbea.org/event-registration.php>
- Non-members can attend on a first come first serve bases. The fee will be \$25.00 and can be applied to membership dues.



### INSTRUCTOR

## John Rowen

As Senior Vice President of Operations and Engineering Services for PM Realty Group, Mr. John Rowen oversees approximately 35 projects consisting of over 8,000,000 square feet and has responsibility for the overall profitability for the Southern California Region

John has extensive experience in facility operations, maintenance, and management.

