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Workshop at Georgia Southern University will focus on excellent customer service

NOVEMBER 15, 2007

A workshop at Georgia Southern University will show business owners and employees how to meet and exceed the needs of their customers.

“Customer Service with Excellence” will be held on Thursday, Dec. 13, from 8:30 a.m. until 4:30 p.m. in the Nessmith-Lane Continuing Education Building.

Led by Cynthia Watts, the program will be an interactive experience in which participants are actively engaged in their learning. They will learn how to assess different types of customers, and how to deal with difficult people and situations.

In addition, participants will learn what to say and how to say it in order to turn new customers into repeat customers. Other topics to be covered include anticipating the customer’s expectations and proper telephone etiquette.

Watts is a certified work and life coach, a writer and a corporate trainer. She has taught in such varied venues as Habitat for Humanity International (South Atlantic Region), Proctor and Gamble, and the Marine Corps Logistics Base at Albany, Ga.

The fee for the workshop is \$129 per person. The fee, which includes continental breakfast and lunch, will be reduced to \$99 per person for members of the Statesboro-Bulloch County Chamber of Commerce. Also, if six employees from the same organization sign up for the workshop, a seventh person from the same organization can attend for free.

To register for the workshop or obtain more information, visit <http://ceps.georgiasouthern.edu/conted/customerservice.html> or call (912) 681-5551.

Georgia Southern University, a Carnegie Doctoral/Research University, offers more than 120 degree programs serving nearly 17,000 students. Through eight colleges, the University offers bachelor’s, master’s and doctoral degree programs built on more than a century of academic achievement. The University, one of Georgia’s largest, is a top choice of Georgia’s HOPE scholars and is recognized for its student-centered approach to education. Visit: www.georgiasouthern.edu

Updated Bacterial Meningitis Media Statement

NOVEMBER 15, 2007

An undergraduate student at Georgia Southern University residing off-campus was diagnosed with bacterial meningitis and was treated with prophylactic medication and immediately transported to the East Georgia Regional Medical Center for additional testing and treatment. The student, following early and effective treatment, has been released from the hospital.

The general public is not at risk and those individuals who had close contact with the individual have been treated with antibiotics. No other cases have been reported.

The Bulloch County Department of Public Health was notified and appropriate infection control measures were taken to contain further infection. It is important to note that the student in question only had close personal contact with a limited number of individuals. The University and the Bulloch County Public Health Infection Control staff will continue to monitor the situation as a precaution.

The Georgia Southern University Department of Health Service will continue to answer any questions and manage any student, faculty or staff concerns.

For more information, see FAQ's at: <http://news.georgiasouthern.edu/Q&A3.htm>.