



# CAPTIVATE YOUR CUSTOMERS

## How to Build Positive Relationships with your Customers

INSTRUCTED BY



**Margaret M. Hernandez**  
*Customers Relations Expert*  
*With The ANROMA Group*



Join us for an interactive workshop highlighting key ways to build solid relationships with your customers. In this workshop you will learn about customer statistics, the importance of knowing your customer's expectations, key steps to adopting a customer-service oriented culture, and the benefits of training your employees.

Attend this workshop you will walk away with:

- TWO immediate steps you can take to captivate your customer
- The knowledge of how to develop your customer relation strategy

Margaret M. Hernandez worked corporately coast to coast, achieved a successful career with the Walt Disney Company, and has over 10 years experience in managing, training, and customer service excellence. Her passion, commitment, and expertise has shaped the model and core of the ANROMA company.

**Tuesday, August 9, 2011**

**6:00 — 8:00 p.m.**

**San Jacinto Community Center**  
**625 S. Pico Avenue, San Jacinto, CA**

Program of:



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The program is free, but registration is required. Register with Jan Catron at [jcatron@sanjacintoca.us](mailto:jcatron@sanjacintoca.us) or call (951) 537-6354.

**Free Workshop**