

*Jim Zalud, Corporate & Law Enforcement Educator, Presents:*

# Front Desk Service & Security

***This class will help you to better read people for better customer service and overall office security***



This course will provide Front Desk and Clerical personnel with a basic understanding of customer service, with emphasis on the ability to spot and deal with crisis and dangerous behavior, and concealed carry as well.

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**“ Offer better customer service ”**

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## ***What You Will Learn***

- Introduce participants to the principals of customer service.
- Visual scenarios to understand service and perception.
- Offer methods with which to read people who are in a state of “Crisis”.
- Provide participants with Do’s and Don’ts for crisis situations.
- Offer tips on the use of intuition in response to perceived danger.
- Provide a basic understanding of Reasonable Suspicion.
- Offer techniques with which to recognize concealed carry.

## ***Classes Coming To A City Near You***



## ***2 Classes for Your Convenience***

**AM** • 8am - 12pm

**PM** • 1pm - 5pm

**Express Enrollment Only \$74**

*Discounted group pricing is available. Call for details.*

**register @ [jimzalud.com](http://jimzalud.com)**

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