

## Course Description

### Service Excellence in the Global Village ONLINE



Enhancing awareness of customers and co-workers who are culturally, ethnically or linguistically different from us can broaden our experience and knowledge as well as theirs! This course provides perspectives on understanding cultures different than our own, offers tips on handling cross-cultural service issues and strategies for better communication with people from different cultures.

Travel with us through the new on-line workshop and learn to increase excellent service across cultures.