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**Credit & Financial
Development Division
Phoenix Chapter
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**CFDD Phoenix Chapter
members have the option of
bringing payment when
attending CFDD Day or if
billing is required
an invoice is provided that
same day. If you're billing
information has changed
please update.**

NACM



Phoenix Chapter

Credit and Financial Development Division

CFDD DAY IS APPROACHING

THE CFDD PHOENIX CHAPTER WELCOMES

George Urteaga Jr.

Territory Sales Manager with Delta/Smith Pipe & Steel

AS He Presents.....

**Communication 101
How to Master it in 2010**

This CFDD Day we will concentrate on a specific type of customer **THE DIFFICULT CUSTOMER** both internal and external - which many people dread dealing with. Difficult customers can also be quite varied from those whose personality rubs you the wrong way, picky people, know-it-alls, egocentrics, fault-finders, constant complainers, and so on. But often the most difficult for everyone is the angry customer.

This is someone who feels that he or she has been wronged and is upset and emotional about it. These customers complain and they're angry about something you or your company did or the simple fact that YOU are attempting to collect money from them. We will cover the important principles to dealing with difficult customers in a professional manner and includes sound advice in an easy-to-understand and practical way.

**11:30 AM to 1:00 pm
Tuesday, June 8, 2010**

Phoenix Airport Hilton

**2435 S. 47th Street,
Phoenix, AZ 85034**

Your customers and co-workers are Welcome!

**CALL IN YOUR RESERVATION TO ERIC VOLLAND,
HOSPITALITY CHAIR @ 480-894-6311 OR
evolland@mobilemini.com**

Cost: CFDD Members \$30.00 Non-Members \$45.00
(48 hour cancellation notification is required)



Are available for this meeting

*What's in your Credit Tool belt?
Ask a CFDD Board Member for details...*