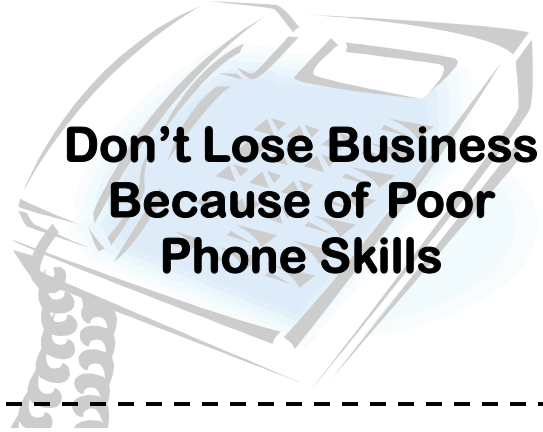




New On-Line Training Offering from PAA

Professionalism on the Phone: Benefiting your Business

- Importance of Good Telephone Techniques
- Controlling the Process
- Managing Angry/Upset Callers
- Exceptional Customer Service



MEMBER PRICE: \$59.00 per student
NON-MEMBER PRICE: \$79.00 per student

Login instructions will be emailed to you after payment is received.

Register and Pay Online at
www.paadps.com

Name _____

E-Mail Address (must include) _____

Company _____

Address _____

City _____ State _____ Zip Code _____

Phone Number _____ Fax Number _____

Make check payable to PAA Services, Inc.

Check enclosed: Check Number _____ Total Amount Due \$ _____

OR

Please bill my credit card:

Cardholder Name _____ Cardholder Signature _____

Please indicate which card you would like to use: VISA MASTERCARD AMEX DISCOVER

Card Number _____ Expiration Date _____

(Please print legibly)

PAA Services, Inc.
Education Department
1925 North Front Street, PO Box 2955
Harrisburg, PA 17105-2955
Telephone Number 800-242-3745 Fax Number 717-213-0102

If you no longer wish to receive fax or email advertisements from PAA (1925 N. Front St., Harrisburg, PA 17102), please call 1-800-242-3745 ext. 3319 or send a fax to 717-213-0102 and provide the following information so that we can process your request: name, name of company, fax number(s) and that you do not wish to receive fax advertisements from PAA. If you prefer, you may also submit this information to PAA at bross@paa.org.