

discover  
**dekalb**  
Customer Service Academy



**FREE Customer Service Class**  
**Thursday, October 8, 2015**  
**Thursday, November 5, 2015**

**Pick the date that is best for you.**

**Presenters: Donna Satchell Kimble &  
Ernest Franklin Kimble**  
Just Get Serious® Seminars, Life Coaching & More

Customer Service is serious business.  
It is the single most important factor in providing  
exceptional experiences for our guests in DeKalb.

Discover DeKalb offers free classes  
on what matters most to all businesses -

**To register call DeKalb Convention & Visitors Bureau  
Dorcas Milton, Office Manager  
770-492-5014**