



COUNTY OF WEBB
Purchasing Department
BID TABULATION

RFP 2015-72		Laredo Community College	
Bid For:	Annual Contract for Customer Service Training	c/o Juan L. Maldonado	
Date		West End Washington St	
Opened:	June 03, 2015	Laredo, TX 78040	
		scortez@laredo.edu	
		956-721-5374	
Est. Qty	Description	Unit Price	
	Price for 1 1/2 hour sessions (4 per day)	\$1,250.00	up to 100 students
	Price for 1 1/2 hour sessions (3 per day)	\$1,250.00	up to 100 students
	Price for 1 1/2 hour sessions (2 per day)	\$1,250.00	up to 100 students
	Price for 1 1/2 hour sessions (1 per day)	\$1,250.00	up to 100 students
	Customer Service Training for a	\$25.00	per student
	specific Dept. price per 1 1/2 hr session		min of 20 students
	Customer Service Training I		
	a. Importance of Customer Service		
	b. Greeting & Assisting the Customer		
	c. Focusing on the Customer		
	d. Readiness to identify and assist in problems		
	e. Reaching out to the customer		
	Customer Service Training II		
	f. providing professional responses		
	g. checking for customer satisfaction		
	h.. Awareness of body language		
	i. handling a disgruntled customer		
	j. following up on a commitment		



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*** All students must attend	
Part I & Part II in order to complete	
a 3 hours of training.	