



**COUNTY OF WEBB**  
**Purchasing Department**  
**BID TABULATION**

<b>RFP 2015-72</b>		<b>Laredo Community College</b>		
<b>Bid For:</b>	<b>Annual Contract for Customer Service Training</b>	<b>c/o Juan L. Maldonado</b>		
<b>Date</b>		<b>West End Washington St</b>		
<b>Opened:</b>	<b>June 03, 2015</b>	<b>Laredo, TX 78040</b>		
		<a href="mailto:sandra.cortez@laredo.edu">sandra.cortez@laredo.edu</a>		
		956-721-5374		
<b>Est. Qty</b>	<b>Description</b>	<b>Unit Price</b>		
	Price for 1 1/2 hour sessions ( 4 per day)	\$1,250.00	per session	up to 100 students
	Price for 1 1/2 hour sessions (3 per day)	\$1,250.00	per session	up to 100 students
	Price for 1 1/2 hour sessions (2 per day)	\$1,250.00	per session	up to 100 students
	Price for 1 1/2 hour sessions (1 per day)	\$1,250.00	per session	up to 100 students
	Customer Service Training for a	\$25.00	per student	per student
	specific Dept. price per 1 1/2 hr session			min of 20 students
	<b>Customer Service Training I</b>			
	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			
	<b>Customer Service Training II</b>			
	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			

