

President's Spring 2020 Speaker Series: A Guide to Personal and Professional Excellence

Customer Service

By Dr. Jose Fierro

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History of Cerritos College





Millennials are killing the napkin industry

Millennials are killing the golf industry

Now millennials are killing marmalade

Millennials are killing gyms, too





**Transforming Lives through
Service Excellence,
Because **People Matter****



The **Cerritos Way,
Because
People Matter**



