



Customer Service

Length—8–12 hours

Description

In today's competitive environment, it's important for **every** employee to be a customer service advocate. Learn how to create positive impressions with customers that are easy to implement.

Identify ways to demonstrate fantastic customer service and develop techniques and strategies that will help you build a happy, loyal customer base.

Performance Objectives

- Identify all types of customers
- Understand customer needs
- Compare and contrast the various types of customer interaction (in person, telephone, web based)
- Respond appropriately to difficult customers
- Ten things you can do to wow the customer

Course Modules

Customer Service Basics and Your Attitude—

Customer Service and the necessity to put positive energy into every interaction

Customer Needs and Return Business—

How to determine a customer's needs and the importance of follow-up

Different Types of Communication—

Tips, Tricks and Etiquette, and the advantages and disadvantages of each type of customer service

Difficult Customers—

How to respond appropriately to difficult customers

Excelling in Customer Service—

Ten strategies for outstanding customer service

Increase Your Benefits!

Courses can be conducted at your facility or ours. Receive a cost-effective, customized training program which addresses your business's strategic objectives. Contact us to learn more.

Questions?

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of our customers.*