

Department of Corporate Training

Performing Excellent Customer Service

The overall training goal is to assist a company in developing its employees by ensuring they possess the knowledge, skills, and abilities of delivering customer service that is excellent for the purpose of both developing and maintaining a positive and productive business relationship that also aids the organization in obtaining a strong and healthy long-term positive reputation with its customers.

Seats are limited so register today! Advance registration and payment is required.

Presentation Outline:

- **Individual And Teamwork Expectations**
- **Effective Communications - Listening and Speaking Essentials**
- **Relationship Building - Customers And Workers**
- **Customer Contact (Face-To-Face) - What To Do When They Are There**
- **Telephone Contacts - How To Assess And Help**
- **E-Customers - Considerations And Best-Practice Responses**
- **Aspects Of Self-Service - Specific Instruction And Support**
- **Dealing With Difficult Customers - Keys To Success**
- **"Real/Ideal" Goals - How To Set, Meet And/Or Exceed Them**
- **Assessing And Projecting Your Own And The Team's Success**

Customer Service

Session Time: TBA

Participant Limit: Up to 20 participants

Please Call for Dates and Cost.

NOTICE OF NON-DISCRIMINATION

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