

## 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.

#### ***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

#### ***Customer Service***

***Session Time: TBA***

***Participant Limit: Up to 20 participants***

***Please Call for Dates and Cost.***

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