

Услуги

# Attitudes for Service

Присъствени

It might sound simple, but driving profitability and growth stems from customer service and satisfaction. And superior customer service entails a series of finely interconnected activities that begin with the customer's first point of contact and continues through to their next encounter.

## Какво ще научите

Set goals for improvement by assessing current Customer Service Attitudes. Build customer relationships by incorporating the Four Drivers of Customer Service. Maintain consistently positive attitude by applying Attitude Control Principles. Use conversational language to keep the interactions casual and relaxed.

## Защо бихте искали да го научите

This seminar makes you keenly aware of how your attitude during customer contact can make the difference.

## Как ще ви помогне

You will learn to project a friendly willingness to serve customers in a low-pressure, high-touch way in every customer interaction.