

# Attitudes for Service

Präsenzseminar

It sounds simple, but successful organizations recognize that customer satisfaction stems from a series of interconnected causes and disciplines, and that customer loyalty drives profitability and growth. This complete experience is what can cause a customer to become a champion for an organization.

### **Trainingsinhalte:**

At the completion of this module, participants will be able to: • Assess Customer Service Attitudes to set goals for improvement • Incorporate the Four Drivers of Customer Service to build customer relationships • Apply Attitude Control Principles to manage their attitudes • Use conversational language to keep the interaction low pressure

### **Nutzen des Trainings:**

Primary Competency Categories: • Attitude - Maintains a friendly, positive, and enthusiastic outlook. • External Awareness - Sees things from multiple points of view. Keeps up to date with issues that affect responsibility. • Customer Experience - Leverages positive experiences to create customer loyalty and long-term relationships.

### **Ziele, die Sie mit dem Training erreichen werden:**

This module begins with taking 100% responsibility for yourself and the attitude you convey. Each time you come into contact with a customer, your attitude is showing. The challenge is to maintain a friendly, low pressure and high service environment for your customers and keep yourself productive and service— oriented throughout your day.