

Πωλήσεις

# Attitudes for Customer Service

In-Person

When it comes to customer service, attitude trumps aptitude

## Τι θα μάθετε

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

## Γιατί θέλετε να το μάθετε

Driving profitability and growth stem from customer service and satisfaction.

## Πως θα σας βοηθήσει

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