

Dale Carnegie Course

Creating Loyal Customers Through Exceptional Customer Service

In-Person

Turning customers into fans who are not only loyal, but also refer others, requires delivering exceptional customer service that exceeds expectations every time.

Τι θα μάθετε

1) Increase customer loyalty through exceptional customer service. 2) Apply principles to exceed customer expectations. 3) Explore email etiquette when responding to customers. 4) Effectively address mistakes using an empathetic approach. 5) Build relationships and loyalty using creative follow-up techniques.

Γιατί θέλετε να το μάθετε

Exceptional customer service is about creating meaningful relationships and memorable moments in every interaction.

Πως θα σας βοηθήσει

Going above and beyond at every touch point is the keystone to strong customer relationships and loyalty.