

Εξυπηρέτηση

# World Class Customer Service - Free 2 Hour Preview

In-Person

Our WOW World Class Customer Service course teaches your employees to become good interpreters of what customers want today, and expect tomorrow. We present the most effective tactics for overcoming customer dissatisfaction and client defection. We even offer strategies employees can use to negotiate big wins for both their companies and their customers.

## Τι θα μάθετε

Adjust the way we approach others to support a vibrant customer culture, understand and apply a customer-focused approach to service, resolve customer complaints from rational and emotional perspectives

## Γιατί θέλετε να το μάθετε

Demonstrating behaviors or helpfulness, genuine interest, and respect influences customer behavior.

## Πως θα σας βοηθήσει

Creating and maintaining a customer service attitude involves understanding expectations, going above and beyond, and being a customer advocate.