

Customer Service

Customer Service Excellence

In Person

What You'll Learn

This training will show how your attitude during customer contact can make the difference. You will learn to project a friendly willingness to serve customers in a low-pressure, high-touch way in every customer interaction. Learn how to stay professional in emotional situations, beyond basic telephone courtesy. Follow a consistent process to resolve complaints and conflicts. Most importantly, discover how to truly engage customers and build enduring relationships.

Why you want to learn it

When it comes to customer service, attitude trumps aptitude. Creating and maintaining a customer service attitude involves understanding expectations, going above and beyond, and being a customer advocate. Demonstrating behaviors of helpfulness, genuine interest and respect influences customer behavior — moving them from indifferent to loyal.

How it will help you

The process will help you move beyond the daily challenges and hang-ups so that you can focus on building loyalty. Conflicts that once seemed overwhelming will seem simple, paving the way for delivering outstanding customer service. Your organization will gain a base of customers that feel valued and cared for in every interaction.