

Customer Service

# World Class Customer Service

In-Person

Customer Service

## What You'll Learn

Session 1A—Attitudes for Service Session 1B—Recall and Use Names Session 1C—Build Memory Skills & Enhance Relationships Session 2A—Increase Self Confidence Session 2B -- Enthusiasm and Engagement/ Create Loyal Customers Session 3A —Enhance Relationships & Motivate Others Session 3B — Put Stress in Perspective /Manage Customer Expectations Session 4A—Gain Willing Cooperation and Commit to Influence Others Session 4B—Energize Communications / unleash full Potential Session 4C—Speaking on your Feet/ Create good first impressions Session 5A—Report back on Stress Session 5B—Build Others and Ourselves through Recognition Session 5C—Inspire Others Session 6A—Disagree Agreeably Session 6B—Demonstrate Leadership Session 6C -- Realize the Power of Enthusiasm

## Why you want to learn it

Session 1A—Attitudes for Service Session 1B—Recall and Use Names Session 1C—Build Memory Skills & Enhance Relationships Session 2A—Increase Self Confidence Session 2B -- Enthusiasm and Engagement/ Create Loyal Customers Session 3A —Enhance Relationships & Motivate Others Session 3B — Put Stress in Perspective /Manage Customer Expectations Session 4A—Gain Willing Cooperation and Commit to Influence Others Session 4B—Energize Communications / unleash full Potential Session 4C—Speaking on your Feet/ Create good first impressions Session 5A—Report back on Stress Session 5B—Build Others and Ourselves through Recognition Session 5C—Inspire Others Session 6A—Disagree Agreeably Session 6B—Demonstrate Leadership Session 6C -- Realize the Power of Enthusiasm

## How it will help you