

Customer Service

Delivering World Class Customer Service

In-Person

What you'll learn

1) Incorporate the Four Drivers of Customer Service to build customer relationships 2) Implement a consistent process to resolve complaints 3) Identify win-win opportunities to provide more products and services 4) Manage customer expectations in order to exceed them

Why you want to learn it

This seminar examines ways that we can exceed our customers' expectations by Incorporate the Four Drivers of Customer Service to build customer relationships implement consistent processes to deliver high service levels.

How it will help you

Committing to deliver world class customer service will allow organizations to develop long lasting relationships and win future business.