

Sales Training

# Managing Customer Expectations

In-Person

Building a loyal customer base is essential for the success of any business, large or small. Customers continue to do business with organizations that deliver on their promises, every time. This workshop will help you build trust and long-term relationships by managing customer expectations in a consistent way.

## What you'll learn

Determine the customer's initial expectations, and learn sure-fire approaches to exceeding them again and again! Work with customers to set realistic expectations, and follow a consistent process to manage them in the future. Explore your influence as you build and deepen relationships with your customers.

## Why you want to learn it

This engaging, collaborative workshop is the perfect way to boost your customer service practices. You'll make connections with new customers and improve relationships with old ones as you learn to communicate clearly about your business promise. Your organization will earn the trust and respect of everyone you encounter as you consistently come through for your customers.

## How it will help you

In customer service, consistency is key. As you build your reputation as a company that always delivers, you'll become an organization that makes customers want to come back! After this workshop, you'll enjoy success with a loyal customer base that takes you straight to the top.