

Services

Delivering World Class Customer Service

En présentiel

Ce que vous apprendrez

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

Pourquoi vous voulez l'apprendre

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.

Comment cela va vous aider

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