

Dale Carnegie Course

Creating Loyal Customers Through Exceptional Customer Service

In-Person

Turning customers into fans who are not only loyal, but also refer others, requires delivering exceptional customer service that exceeds expectations every time.

Wat je zal leren

1) Increase customer loyalty through exceptional customer service. 2) Apply principles to exceed customer expectations. 3) Explore email etiquette when responding to customers. 4) Effectively address mistakes using an empathetic approach. 5) Build relationships and loyalty using creative follow-up techniques.

Waarom je het wil leren

Exceptional customer service is about creating meaningful relationships and memorable moments in every interaction.

Hoe het je zal helpen

Going above and beyond at every touch point is the keystone to strong customer relationships and loyalty.