

Vendas

Creating Exceptional Customer Service Experience

Presencial

Every time you encounter a customer, your attitude is showing! This course will help you develop the right attitude for top-notch customer service. It will help you build relationships, increase customer satisfaction, and maintain a positive attitude in any situation.

O que você vai aprender

Learn to project a friendly willingness to serve customers in a low-pressure, high-touch way, in every customer interaction. Discover ways to increase your self-awareness, improve your communication skills, and ask the right questions. With the Four Drivers of Customer Service, you'll set goals for being a customer champion.

Por que você quer aprender

When it comes to customer service, attitude trumps aptitude. Demonstrating a superior customer service attitude involves understanding expectations, going above and beyond, and being a customer advocate. Demonstrating behaviors of helpfulness, genuine interest, and respect influences customer behavior – moving them from indifferent to loyal.

Como isso vai ajudar você

You will be able to assess your current customer service attitudes and set goals for improvement. Reaching these goals will truly make your organization stand out. Your high-service environment will make customers want to come back to you in the future! Build a loyal customer base, and watch profits soar.