

Serviços

World Class Customer Service

Presencial

Customer Service

O que você vai aprender

Session 1A—Attitudes for Service Session 1B—Recall and Use Names Session 1C—Build Memory Skills & Enhance Relationships Session 2A—Increase Self Confidence Session 2B -- Enthusiasm and Engagement/ Create Loyal Customers Session 3A —Enhance Relationships & Motivate Others Session 3B — Put Stress in Perspective /Manage Customer Expectations Session 4A—Gain Willing Cooperation and Commit to Influence Others Session 4B—Energize Communications / unleash full Potential Session 4C—Speaking on your Feet/ Create good first impressions Session 5A—Report back on Stress Session 5B—Build Others and Ourselves through Recognition Session 5C—Inspire Others Session 6A—Disagree Agreeably Session 6B—Demonstrate Leadership Session 6C -- Realize the Power of Enthusiasm

Por que você quer aprender

Session 1A—Attitudes for Service Session 1B—Recall and Use Names Session 1C—Build Memory Skills & Enhance Relationships Session 2A—Increase Self Confidence Session 2B -- Enthusiasm and Engagement/ Create Loyal Customers Session 3A —Enhance Relationships & Motivate Others Session 3B — Put Stress in Perspective /Manage Customer Expectations Session 4A—Gain Willing Cooperation and Commit to Influence Others Session 4B—Energize Communications / unleash full Potential Session 4C—Speaking on your Feet/ Create good first impressions Session 5A—Report back on Stress Session 5B—Build Others and Ourselves through Recognition Session 5C—Inspire Others Session 6A—Disagree Agreeably Session 6B—Demonstrate Leadership Session 6C -- Realize the Power of Enthusiasm

Como isso vai ajudar você