

服务

# Delivering World Class Customer Service

现场课程

## 学习内容

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

## 学习原因

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.

## 学习效果

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