



# World Class Customer Service Module 1: Attitudes for Service



Spaced learning format to allow more on-the job application



- Understand and apply a customer focused approach to service
- Communicate value from a customer point of view
- Resolve complaints from practical and emotional perspectives
- Create additional buying opportunities that add value to the customer
- Manage expectations and follow through to exceed expectations



Companies tell us the training brings measurable gains in improved service quality, better resolution of customer conflict, and increased customer loyalty.



Dale Carnegie Training brings organizations the right tools to cultivate valued and lasting customers. These include practices to help employees become good interpreters of what customers want today and expect tomorrow. We present the most effective tactics for overcoming customer dissatisfaction and client defection. We even offer strategies that employees can use to negotiate big wins for both their organizations and their customers.