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Creating Exceptional Customer Service Experience

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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.

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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.

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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.

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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.