

Customer Service Excellence

Program Description:

This program focuses on techniques and innovative ways to help employees develop first-class competencies in meeting the service needs of external and internal customers. In this session we will identify and understand different types of customer behavior, learn the process and skills needed to provide memorable customer service, practice ways to manage special service situations, and explore conflict resolution styles.

This program is ideal for organizations that are looking for ways to improve both internal and external customer service. All participants will gain new insight into interpersonal communication and appreciation of different behavior styles.

Results:

- Ability to create more positive customer experiences.
- Increased customer retention.
- Higher customer retention levels.
- More customer referrals.
- Improve the organization's customer service image.
- Improved productivity and performance.

Suggested Audience:

Individuals who have internal/external customer contact.

Program Length:

3 – 4 hours