



Customer Service Workshop

A 1 Day Workshop

This workshop teaches participants how to approach customer service with a deliberate approach that presents a positive attitude, appreciation and respect for the customer; despite the challenges the customer may present. Learning the right attitude along with proven service skills will provide you and your staff with a solid foundation for superior customer service.

Topics Covered in This Workshop—

- Why and How to Immediately Enhance Your Service to Customers
- Understanding The Value of Your Customer
- Importance of Attitude and Actions
- 10 Principals of Superior Customer Service
- How to Deal with Difficult Customers
- How to Assess Your Current Level of Customer Service
- Dealing Effectively with Customer Complaints