

# CUSTOMER SERVICE WORKSHOP

A 1-Day Hands-On Workshop

## Course Description:

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.

## Learning Objectives & 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

**Audience:** This workshop is designed for government managers and leaders.

### **Toolkits:**

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

### **Additional Information**

**CEU Credits:** 0.6

**Suggested Program**

**Prerequisites:** None

**Advanced Preparation:** None

**Program Level:** Basic

**Field of Study:** Business Management and Organization

**Delivery Method:** Group Live – Classroom