



## Customer Service Workshop

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### 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