



CUSTOMER SERVICE WORKSHOP

A 1-Day Hands-On TMS Experience
Delivered in Live or Live Virtual Classrooms!

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 all government personnel.

Toolkits:

Receive a **Student Handbook** and **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information:

CPE Credits: 7.0

CEU Credits: 0.6

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Business Management and Organization

Delivery Method: Group Live – Live Virtual Classroom

