



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: 8.0

CEU Credits: 0.8

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

