

## **Customer Service Excellence Workshops Class 2008**

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Course Number: 01015

Soft Skills: Customer Service Excellence Workshops

Course length: 1.0 day(s)

### **Course Description**

Customer service excellence will give you the competitive advantage you need to survive in a tough business climate. In today's customer-oriented business environment, "people skills" are critical for personal and organizational success. How you handle your customers can directly affect your individual goals as well as your team's and company's performance. This customer service training seminar gives you the skills you need to communicate professionalism, gain respect, enhance customer relationships and secure an overall competitive advantage through customer service excellence.

### **Course Objectives:**

- Deliver better, faster service and increase customer satisfaction through this customer service training
- Learn how to gain repeat business
- Know what customers expect
- Increase your credibility with customers—and your value to your organization
- Manage stressful situations more effectively
- Recognize the signals of customer irritation—and how to respond appropriately and assist in quickly finding a workable solution to your customer's

### **Performance –Based Objective:**

- The benefits of excellent service
- Focusing on customer service success
- How customer service creates revenue
- Why customer satisfaction is based on perceptions
- Focusing on customers' top two expectations to save time and reduce stress
- Managing customer expectations by personality style
- Dealing with difficult customers

Responding effectively to specific customer behaviors

**Target Student:**

Customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staffs.

**Delivery Method:** Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



**For Training Information, call 410-461-1083**