



Just servicing customers is not enough. This **Outstanding Customer Service** course gives all participants a powerful new insight into client behavior, effective tools, and easy to learn skills for creating lasting client satisfaction, relationships, and repeat business. This focused, practical course is useful for anyone who operates or manages any business or department that deals directly with customers.

To develop, maintain, and expand business, companies must satisfy a complex array of client needs in an environment shaped largely by external forces—competitors seeking a larger piece of the pie, new entrants into the market, product innovations, and increasingly insistent calls for improved quality and reduced prices. These and other factors create heavier demand on customer relations. Successful service is a combination of technical expertise, the ability to manage both information and people, and efficient, productive communication. This **Outstanding Customer Service** course with its heavy emphasis on practice exercises teaches attendees how they can make a difference in maintaining and growing their company's customer base.

Participants in **Outstanding Customer Service** will learn to:

- Manage customer complaints more effectively
- Gain valuable insights into client concerns
- Handle complaints to create lasting relationships with clients
- Respond appropriately to the emotions of clients and recommend mutually agreeable solutions
- View issues from clients' perspectives and gain valuable insight into their concerns with an emphasis on service and quality

Course consists of:

- Small and large group discussions
- Listening exercises
- Role playing by facilitator and every participant

Organizational Benefits

- Increased ability to listen
- Respectful communication
- Improved relationships
- Improved team effectiveness
- **Improved MORALE**

If you would like more information, or a complete quote, for having this course delivered in your organization, please contact us!

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