

Creative Customer Service

This training will provide awareness among the participants of the importance of “Customer Service,” and information on how quality customer service can increase profits, improving methods and skills to more effectively deal with customers and interacting with customers to make the job both fun and challenging.

What You Will Learn

- What is customer service and why is it important?
- Send a positive attitude.
- Why is customer service so bad in many organizations?
- Identify the needs of your customers.
- Hands-on ideas, skills, and techniques.
- Work to insure that your customers return.
- Case studies in quality customer service.
- Provide for the needs of your customers.

Who Should Attend

Staff at all levels of an organization who have customer contact.