

Quality Customer Service

Your customers are the reason why you are in business. Since it costs five times as much to acquire a new customer as it does to keep an old one, keep yours coming back by providing them with quality service. This course will give you new, creative ideas to improve your customer relations and help you to improve service quality.

What You Will Learn

- Assist others to become more customer-driven.
- Identify and respond to internal customer needs.
- Develop attitudes of cooperation that lead to quality service.
- Utilize phrases that demonstrate empathy and understanding.
- Resolve customer complaints when given the opportunity.

Who Should Attend

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