



customer service

Develop the tools and techniques that will allow your organization to create incredible Customer Service while developing and maintaining positive Customer Relationships.

After this seminar you will be able to...

- Understand what customers want and expect
- Determine your company's moments of truth
- Deliver service beyond expectations
- Use questioning and listening skills effectively
- Deal with customers on the telephone
- Deliver distinctive customer care
- Build long-term customer relationship

What you will cover...

- How to use the latest techniques for building immediate trust and rapport
- Providing personalized service
- Communication techniques
- Customer perception and its impact
- Dealing with difficult customers
- Understanding customer styles
- Taking that extra step
- Long-term customer care

All seminars can be custom-designed to meet your timeframe and the specific needs of your company group, or organization.