

# Industry-Specific Trainings to include:

Retail

Hospitality

Health & Medical

Sales & Marketing

Community-Centered

Government Agencies



**16 Point Compass** provides a suite of Customer Service trainings that are heavily grounded in the critical interactions between **Customer Service Technicians** and their customers, guests, and clients.

From a 1-hour training for your frontline staff to our full-day customer relations intensive, let us create a custom training plan for your entire team.

Customer Service 101, 102 and 201 trainings include a **Customer Service Technician Certificate**.

**Individual Coaching for Customer Service Managers also available**



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**Re-Routing Workshops & Trainings**



## Customer Service Technician Training

Learn to build trust with your customers  
and help your clients with integrity.

**See an immediate increase in customer satisfaction  
and subsequently, employee satisfaction**

**Customer Service Training topics to include  
but are not limited to:**

- Meeting customers where they are and understanding their needs*
- Building & maintaining trust from the first interaction to the last*
- Are customers always right? How to really know*
- How to manage bad situations with integrity*
- Understanding and harnessing the power of situational awareness*
- What to do when you can't give the customer what they want*
- Finding peace in an often peaceless role*
- And a whole lot more*

**All 16 Point Compass  
trainings are engaging,  
interactive & fun!**