



Customer Service Breakthroughs

Who Should Attend:

- Customer service staff who deal with internal or external customers face to face or by phone
- Customer service team managers or leaders

What to Expect: Participants will:

- Complete our online CSQ questionnaire to identify priority improvement areas
- Understand their role and service providers
- Learn how to provide quality service to create “fans”
- Manage attitudes and emotions to ensure consistent positive and excellent service
- Enhance their communication skills
- Learn effective telephone technique
- Learn processes to positively deal with complaints and conflict situations

Format:

- Highly interactive 2-day workshop

Tools Provided:

- Comprehensive Learning Guide

At a Glance

Meet customer service objectives, exceed customer expectations, and achieve high levels of customer satisfaction. Customer service staff responsible for internal and external customer servicing play a pivotal roll in achieving your organization’s financial and marketing objectives. Each and every contact is a “moment of truth” for the customer.

Immediate Benefits: Participants will be able to:

- Customers will be treated on the basis of their “lifetime value”
- Every contact will become an opportunity to strengthen the relationship
- Standards will be met, and where possible, exceeded
- Behaviors will reflect positive attitudes and increased confidence
- Two-way communication will avoid misunderstandings and minimize problems

A Better Way To Work

For more information and to see how Priority Management can help you work smarter, contact us at:

425-822-8761 | info@sharedvaluesassociates.com
www.sharedvaluesassociates.com