

CUSTOMER SERVICE

Innovative Training Solutions for Organizations.



CORE COMPETENCIES

UPPER MOHAWK, INC. (UMI) is a Federal WOSB 8M Program and State of Florida WOSB Certified owned and operated Small Business. UMI's Training Division has extensive experience creating customized training solutions, as well as providing a broad course catalogue for government agencies and private organizations.

CUSTOMER SERVICE

This course builds on participants' existing knowledge and experience while strengthening the skills and techniques that support exceptional customer service. Participants are encouraged to reflect on their current approach, explore new perspectives, and identify practical ways to improve how they serve and interact with others. Whether serving as a customer or a service provider, empathy and a human-centered approach can make a meaningful difference. By understanding the customer's perspective, participants can provide more responsive, professional, and personalized service that builds trust and strengthens relationships.

LEARNING OUTCOMES

- Understand the fundamentals and purpose of exceptional customer service.
- Recognize the needs of both internal and external customers.
- Understand their role as a customer service provider.
- Identify behaviors that create positive and professional customer experiences.
- Strengthen communication, responsiveness, and accountability when serving others.
- Recognize how quality customer service supports professional and fiduciary responsibilities



Target Audience

First Responders
Military Personnel
Veterans
Healthcare
Corporations
Commercial
Individuals



Credit Hours

Earn 0.7 CEUs
upon full course
completion.

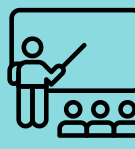


Course Length

8 Hours Class
Lunch & Break.



**Learning
Environment**
Classroom.



Class Size
Max 20.



Upper Mohawk, Inc.

"If We Accept Something, We Must Give
Something In Return" UMI.

Unique Entity ID: PHHWWNNITRT5
CAGE Code: 4WTS1

Certification

- Accredited CEU Provider by IACET



Provider# 1005781

- Federal WOSB 8M Program
- State of Florida WOSB Certified
- Native American Owned and Operated Small Business

NAICS Codes

611430

Professional and Management
Development Training

611710

Educational Support Services

541611

Administrative Management and
General Management Consulting
Services

541618

Other Management Consulting
Services

FOR MORE INFORMATION

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Visit Our Website



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