

Leadership Training Associates

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Delivering World-Class Customer Service

OBJECTIVE:

Participants in this workshop will learn specific techniques and strategies that can be used to provide truly outstanding customer service. Everyone will be actively involved in the learning process to assure that skills gained can be put to immediate use.

OUTLINE

How to identify our real customers – (we definitely have more than we think)

Determining customer needs

Identifying how well we are presently meeting customer needs.

Learning what we can do to improve

Aligning our processes, structure, people, information, decisions and rewards with customer needs

Handling upset and demanding customers

How to stay calm when a customer is being abusive

Giving personalized service

Using courtesy and tact

Building trust and rapport

How to earn true “world class” status in the eyes of our customers