



Customer Service: One Step Above

With the competition for customers and clients, you want to be viewed as a solutions partner instead of a commodity seller. The goal is to provide service that turns your customers into loyal advocates for your products and services.

Participants in this one-day seminar identify opportunities to provide noteworthy service to internal and external customers without spending a lot of time or money. Seminar content focuses on face-to-face and telephone customer service skills.

In addition, participants learn ways to strengthen their relationships with customers by using effective listening, speaking, and nonverbal skills. A video shown during the seminar explores the needs of multicultural customers.

Seminar Topics

- Understanding three levels of customer service
- Ensuring that internal and external customers work together for external customer satisfaction
- Creating positive Moments of Truth in the Cycle of Service
- Recognizing the Cs of customer expectations
- Motivating noteworthy service
- Strengthening customer rapport
- Overcoming barriers to customer service
- Making lemonade out of lemons
- Strengthening listening skills

To inquire about courses, please contact WD Communications with the information provided below.