



STAND OUT! Customer Service

Customer service is about more than answering questions and putting out fires. Excellence in customer service is a way of life. It means treating customers with dignity and respect, building relationships, and anticipating and meeting their needs. This seminar shows you how to meet and exceed your customers' expectations.

You'll learn how to:

- Develop basic customer service habits
- Choose your response and your attitude
- Adapt your behavior style to your customer's style
- Build instant rapport with your customer
- Cope with difficult customers
- Communicate effectively with customers
- Use criticism as a tool for improvement
- Deal with the stress of providing excellent customer service
- Boost customer loyalty with each interaction

Who Will Benefit?

Important information for all levels—Customer Service Managers, Call Center Managers, Supervisors, Customer Service Representatives, Lead Reps and Specialists—anyone who deals with customers on the phone or face to face.

Act Now!

Excellence in customer service is a *must* for every successful organization. In a few short hours, you'll learn techniques and skills that lead to customer service success.

Call **1-877-400-8647** and schedule this remarkable seminar for your staff today!