

Customer
Service Training

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Winning Through Customer Service

It's good for business when companies train their employees in customer service.

Good customer service:

- Increases business retention of customers which increases profitability
- Expands business with current customers which grows revenue
- Inspires current customers to refer new prospects, which grows business.

Our Customer Service Training Program offers a nationally recognized certificate that can be customized to any industry. Managers and team leaders will be able to:

- Demonstrate professionalism on the job while building a proactive, problem-solving customer service culture.
- Use essential communication skills in dealing with customers.
- Recognize characteristics of human behavioral style and how to adapt to the customers behavioral style.
- Identify and utilize a structured process/model for engaging with customers.
- Master strategies for dealing appropriately with difficult customers and handling complaints.

Training can be offered face-to-face or virtually.

CONNECT WITH US!



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