

Excellence in Customer Service

ChangeWorks
Inc.



Consistently providing excellent service to your customers is perhaps the most critical issue facing your organization. The good news is that the skills and competencies critical to providing excellent customer service can be learned and developed.

Upon completion of this Workshop, participants will be able to:

- ❖ Describe why customer service is the heart of their organization's mission
- ❖ Explain why it takes teamwork to go beyond customer satisfaction to excellence in customer service
- ❖ Consistently deliver a significantly higher level of customer service to all of their customers all of the time
- ❖ Continue to develop the competencies critical to excellent customer service: customer-focused listening skills, effective interpersonal communications, and powerful problem solving
- ❖ Respond effectively to difficult and demanding customers
- ❖ Handle difficult situations such as:
 - ✓ transferring people on the telephone
 - ✓ explaining unpopular policies
 - ✓ giving "bad news" while retaining goodwill
 - ✓ responding to complaints and anger
 - ✓ putting the "can do" approach into action

This skill-building workshop is available in several formats, and will give participants customer service tools to use immediately.



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