

CUSTOMER SERVICE TRAINING PROGRAMS



The Customer Service Training collection is purely focused on providing the best service possible. Imagine the following scenario: You plan a Customer Service training session for your employees, you hold the session and now your employees all have their customer service hats on. Everyone, including your clients, are happy.

Now picture a few weeks out: You're wondering where all of the customer service hats are? It is difficult to keep the enthusiasm going after a training session. Work just tends to get in the way! Creating a service-orientated culture takes a lot of work, strong leadership, great systems and dedication.

Below is a listing of our Customer Service Training topics. If you do not see exactly what you are looking for, contact us. Every session is tailored to fit the specific needs of our clients. If it is customer service you are looking for, look no further!

Topics include but are not limited to:

- Achieving Service Excellence
- Who Are My Customers?! A Look at Internal Customer Service
- Creating a Customer Focused Culture
- Customer Service Boot Camp (Industries: Service, Gaming)
- Handling Complaints & Difficult Situations
- Projecting a Positive Image Over the Phone
- Building Blocks to Service Excellence (series)
- Leading Excellent Customer Service
- Event Planning 201
- One on One Coaching (Focus: Service Excellence)

Call today for more information about these exciting programs!

800.577.4293

These sessions also offered in Spanish.