

CUSTOMER SERVICE ACADEMY



Good customer service is the lifeblood of any business. You can offer promotions and slash prices to bring in as many new customers as you want, but unless you can get some of those customers to come back, your business won't be profitable for long.

COURSE OUTLINE:

- Stress Management
- Time management
- Conflict Resolution
- Decision Making and Problem Solving
- Managing Organizational Change
- Introduction to Customer Service
- Communication in the Workplace
- Team Building
- Attitude in the Workplace
- Values and Ethics

This class is interactive as well as discussion orientated. It is designed to be fully customizable to your employee training needs and we are able to conduct this training at your site or ours.



“Trainer is excellent. I usually don't enjoy activities done during trainings but these were very fun and informative”
- Previous trainee

Brief Class Outline

- Define exceptional customer service
- Learn what the most important qualities Americans desire in customer service are
- Learn how to understand and exceed customer expectations
- Learn how to deal with unrealistic expectations

Contact Us

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