**Customer Service Excellence: Strategies for Creating & Maintaining Raving Fans**

**Course Description**

Communication, attitude, interpersonal skills, adaptability, conflict resolution, stress management; these are all competencies that are not only relevant, but essential to master to provide excellence in customer service. This course will provide a foundation for any customer service representative to be successful.

**Who Should Attend**  
Anyone dealing directly with customers of any kind within the organization.

**Course Outline**

* **It Starts with Me**

This session includes a personality profile and gaining a better understanding of how to take personal responsibility for actions and attitudes.

* **It’s All About the Customer**

In this session, we’ll take a look at how to understand the customer’s expectations even when they’re not offered in a clear and definitive way, and explore ways to ensure that the customer has the right expectations in mind from us.

* **Directing Situations and Inspiring People**

Great customer service creates a win-win situation for the organization and the customer. We’ll cover how to use language, tone, questions and conversation to influence customers in a direction that’s positive for them and for us.

* **Building Cooperation Between Departments**

Often issues arise when the organization doesn’t deliver what the customer service representative promised. In this session we’ll explore various tools of communication to ensure that the customer expectations are clearly articulated and that cooperation between departments is achieved.

**Course Format – 8 hours**Combination lecture and classroom exercises.