



Critical Elements of Customer Service

Select Your Learning Style

Facilitator-led 2 Day Program (Classroom)

OR

eLearning format (Self-paced)

Please refer to Pricing Page for cost per participant

While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This program is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

What Will Participants Learn?

- ✓ Demonstrate a customer service approach
- ✓ Understand how your own behavior affects the behavior of others
- ✓ Demonstrate confidence and skill as a problem solver
- ✓ Apply techniques to deal with difficult customers
- ✓ Make a choice to provide customer service

What Topics are Covered?

- ✓ What is customer service? Who are your customers?
- ✓ Meeting expectations
- ✓ Setting goals
- ✓ Communication skills and telephone techniques
- ✓ Dealing with difficult customers and people
- ✓ Dealing with challenges assertively
- ✓ Dealing with stress
- ✓ The first critical element: A customer service focus
- ✓ The second critical element: Defined in your organization
- ✓ The third critical element: Given life by employees
- ✓ The fourth critical element: Be a problem solver
- ✓ The fifth critical element: Measure it
- ✓ The sixth critical element: Reinforce it

What's Included in Your Learning Style?

- ✓ Self-paced eLearning OR
- ✓ Interactive class environment – Facilitator-Led
- ✓ Specialized course materials and resources
- ✓ Personalized certificate of completion

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