



# Essentials for Customer Service Excellence

## Select Your Learning Style

**Facilitator-led** 1 Day Program (Classroom)

**OR**

**eLearning format** (Self-paced)

**Please refer to Pricing Page for cost per participant**

The need to lead, model, and promote the organizational values within a customer service environment is essential for business success. This course will provide you with opportunities to explore your responsibilities within your role as a leader (supervisor or manager) in a customer service environment.

### What Will Participants Learn?

- ✓ Identify ways to establish links between excellence in customer service and your business practices and policies.
- ✓ Develop the skills and practices that are essential elements of a customer service-focused manager.
- ✓ Recognize what employees are looking for to be truly engaged.
- ✓ Recognize who the customers are and what they are looking for.
- ✓ Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.

### What Topics are Covered?

- ✓ The six critical elements of customer service
- ✓ Understanding leadership
- ✓ Managing performance
- ✓ Onboarding and orientation
- ✓ Five practices of leadership

### 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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