

Building a Strong Customer Service Team:



You will learn:

- What separates Good from GREAT!
- You will become an expert at knowing What is a Customer?
- Your customers want and expect a WOW experience!
- How to get Customer Satisfaction Results and watch your business GROW!

Course overview:

We have all been in situations where we have been treated poorly by a food server, service manager, receptionist or product installer. The end result of such an encounter is typically a vow to never return to or refer that particular business again. Rude and poorly trained employees cost companies millions of dollars each year in potential future business and referrals.

Companies that benefit from this workshop are the ones that take proactive measures to ensure their staff has received proper customer service and appreciation training.

Attendees will learn practical ways to communicate, how to become a good, helpful and customer-appreciative employee. They will know how to take care of your customers with ease and confidence. They will leave with a complete understanding of how important their role is to your business needs and what it means to the business bottom line.

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