

Service Curriculum

Customer Service is one of the critical factors that help organization's to build and maintain a competitive advantage. It's imperative to retain customers and build your business. With new global business challenges raising the standard of service it's critical that service representatives understand their role and how to keep customers coming back.

Winning Through Customer Service – New Edition

This program was developed to do what the title suggests: win more business through excellent customer service. This sales and service program utilizes a variety of interactive training methods to target the skills, behaviors, and attitudes that have the greatest impact on understanding the customer and providing solutions.

Delivery Options Available: Classroom and Online

Dealing with Difficult Customer Situations

The customer service role offers many rewards and satisfactions. But there are many frustrations inherent in the job. During this training, service providers will learn the general guidelines for dealing with difficult customers in challenging situations, these include calming and focusing.

Delivery Options Available: Online

Delivering Customer Focused Service

During this training, participants will learn guidelines for delivering customer focused service, including understanding their role as a professional; the essential skills of communication: listening, questioning, verifying, explaining; and a four-step customer service model.

Delivery Options Available: Online

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