

# The Challenge of Excellence in Customer Service

*A high-energy, action-packed and interactive workshop geared towards the achievement of peak performance in customer service. Participants will learn how to develop customer champions and keep customers forever.*

## YOU WILL LEARN

- Develop a new achievement mindset towards the drive, passion and commitment to succeed
- Raise your personal competencies through acquiring new skills and strategies to gravitate the direction towards breakthroughs in performance
- Raise your personal motivation level for increased personal power and excellence in customer service
- Improve personal problem solving, decision-making and conflict management skills for increased competitiveness
- Increase the level of motivation and skills of your executives to raise the standards of service delivery and exceed customers' expectations

## COURSE HIGHLIGHTS

1. Customer Friendly Attitudes
2. Handling Complaints with a Smile
3. Customer Focused Quality Process
4. Customer Service – It is Everyone's Job to Make Customers Happy
5. First Contact Service Skills
6. Develop Customer Champions
7. Keeping Customers Forever

## DURATION

2 days