

# Customer Service Management: Delivering Satisfaction and Profit

*Learn how to motivate your people to new performance heights.*

## YOU WILL LEARN

- Manage customer complaints more effectively
- Lead a company-wide “customer focused” strategy
- Recruit and retain a winning staff through interviewing and motivational techniques
- Set high performance standards that encourage your team

## COURSE HIGHLIGHTS

1. Customer Service Defined: It's More Than a Department
2. Selling Value-added Services – Review the Tools Necessary for Development of Value
3. Translating Customer Service into Business Language
4. Developing Customer Responsive Planning Systems
5. Creating the Effective Team
6. Customer-Oriented Reinforcement Systems
7. Putting Customer Service in the Limelight
8. Measuring Proactive Customer Service
9. Customer-Oriented Leadership

## DURATION

3 days