

World Class Customer Service

Companies that provide great customer service enjoy more sales growth and more profits than those that do not. Their customers and associates are also happier and more loyal.

Learn how to:

- Boost and nurture a positive, serving mindset
- Motivate everyone to press for excellence in all aspects
- Put more fun and personality into serving your customers
- Serve your customers faster and more accurately
- Create service extras at little or no cost that your competitors do not provide
- Leverage your resources using a total team approach

Benefits & Outcomes

- Enjoy immediate improvement in the quality and speed of service your organization provides
- Energize associates with a serving mentality to serve customers willingly and enthusiastically
- Reduce the time and costs required to serve customers well

Program Length

3-hour interactive program

Resources

- Learning Guide and copy of *World-Class Customer Service* book
- Wallet size reminder card of the 7 steps to service they'll remember

“Inspiring Individuals and Organizations towards Performance Excellence”

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