

# World Class Customer Service Training Package

With an emphasis on the skills needed to build external and internal relationships, our training tackles issues such as how people can exceed customer expectations, recognize the difference with internal customers, and leverage “best practices” to strengthen customer relationships. Organizations tell us the training brings measurable gains in improved service quality, better resolution of customer conflict, and increased customer satisfaction. This package will enable client-facing employees to stay cool, on message, helpful, and positive in every circumstance.

**What’s included:** 4 Live Online virtual instructor-led courses (10 hours total training). Live Online courses scheduled regularly. Simply choose the date and time that’s most convenient for you.

**Subscription Duration:** 1 year access from date of purchase

**Cost:** (Sold individually, the content in this subscription is valued at \$1,176.)

Member: \$499

Non-Member: \$699

## Included Courses

- Attitudes for Service (3 hour Live Online Workshop)
- Manage Customer Expectations (3 hour Live Online Workshop)
- Outstanding Customer Service (1 hour Live Online Webinar)
- Transforming Customer Complaints into Opportunities (3 hour Live Online Workshop)

# Live Online Courses

## **Attitudes for Service (3 hour Live Online Workshop)**

Every time you encounter a customer, your attitude is showing! This course will help you develop the right attitude for top-notch customer service. It will help you build relationships, increase customer satisfaction, and maintain a positive attitude in any situation.

## **Manage Customer Expectations (3 hour Live Online Workshop)**

Building a loyal customer base is essential for the success of any business, large or small. Customers continue to do business with organizations that deliver on their promises, every time. This interactive, live online course will help you build trust and long-term relationships by managing customer expectations in a consistent way.

## **Outstanding Customer Service (1 hour Live Online Webinar)**

Committing to outstanding customer service means sometimes dealing with those not-so-pleasant customers. This interactive one-hour webinar will take you through an eight-step process for resolving customer complaints and handling each customer's needs, no matter how challenging.

## **Transforming Customer Complaints into Opportunities (3 hour Live Online Workshop)**

A complaint doesn't always have to be negative! This live, online workshop provides strategies for resolving complaints in a positive way that benefits everyone involved. Apply a process that addresses all the facets of a customer concern, and turns it into an opportunity to build customer loyalty.