Delivering Superior Service

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**In this one-day workshop**

**You will learn**

What customers want most

How to deliver:

*Superior Service*

*Positive Service*

*Caring Service*

How to stay positive in the face of non-stop customer requests

How to deal with upset customers

How to solve customer problems

**Top Ten Things to Do to Deliver Outstanding Service**

ustomers, both internal and external, expect ever-higher levels of customer service. What is superior customer service and how do you deliver it? This workshop will show you how to deliver superior service by starting with building positive relationships. You will also learn key communication tools, self-motivation tools for staying positive in the face of ongoing work pressures, ways to smoothly handle requests from several customers at the same time, and other useful techniques for delivering outstanding service to customers.

DATES

Thursday, March 14, 2013 – 8:30 a.m. to 3:30 p.m.

Or

Tuesday, March 19, 2013 – 8:30 a.m. to 3:30 p.m.

This class is worth 7 CLPs

**Presented By**