

## **Golden Opportunity, Inc. ®**



### **Improving Customer Service and Relations**



*Improving Customer Service and Relations* is designed for individuals, team leaders, and managers who need and want to ensure that they are providing the best customer service experience. Providing superior customer service means continued success, increased profits, higher job satisfaction, improved company or organization morale, better teamwork, and market expansion of services/products.

#### **WHEN YOU FINISH THIS WORKSHOP YOU WILL BE ABLE TO:**

- Understand passive, average, and exceptional customer service.
- Understand what exceptional customer service means?
- Learn the six (6) basics of customer needs.
- Understand the differences between hearing vs. listening.
- Improving your listening skills.
- Maximize your nonverbal communication.
- How to resolve customer disputes (Without giving away the store).

#### **WHAT YOU WILL COVER:**

- What is customer service?
- Why does customer service matter?
- Six basics of customer needs.
- Developing a customer friendly approach.
- Benefits of great customer service.
- Costs of losing a customer.
- Customer expectations.
- Making a good first impression.

