



How to Provide Excellent Customer Service **A high impact one-day seminar**

90% percent of customers who are unhappy with the service they receive will never buy from you again. Research suggests that more than 95% of unhappy customers never tell you they were displeased with the service received – which means no second chance to correct the mistakes. When you schedule the high impact on-site seminar for your organization your employees will learn practical hands-on techniques for deliver excellent service all the time.

Whether your employees deal with customers face to face or on the telephone, the experts at Leadership Dynamics will custom-tailor a workshop that meets your organization's specific customer service situation. Your employees will benefit immediately from the latest customer service information and techniques.

What you will learn:

- How to measure customer satisfaction
- How to handle the six most common customer complaints
- How to handle difficult customers with diplomacy and tact
- How to build positive customer relationships
- How to communicate effectively with customers
- How to project a professional, friendly image both in face-to-face customer situations and on the telephone