



Customer Service Training Program

5 Star Awarded Service

Customer Service means providing a quality service that satisfies the needs/wants of a customer and keeps them coming back.

5 Star Awarded Customer Service means much more – it means continued success, increased profits, higher job satisfaction, improved company morale, better teamwork, and most importantly, high patient satisfaction that creates loyal customers. The customer is the person who pays everyone's salary and who decides whether a business is going to succeed or fail. In fact, the customer can fire everybody in the company from the chairman (CEO) on down, and he can do it simply by taking his/her business somewhere else.

In 5 Star Award Customer Service, we teach the skills, attitudes and behaviors necessary to create customer loyalty. Patients will want to come back to your laboratory because of the service they receive from your staff.

Throughout the course we will train the 3 fundamental elements that must exist and be cultivated in order for 5 Star service to flourish:

1. Expand the idea of service,
2. Consider or reconsider who your customers are, and
3. Develop customer friendly service techniques and systems.

Contact us to learn how your team can learn to provide 5 Star Awarded Service!



P.O. Box 888873
Grand Rapids, MI 49588
Phone: (616) 499-2944
Fax: (616) 825-6271
m.hiltunen@medstarconsultants.com