

Customer Service

Good Enough Won't Do!

Are you satisfied with “satisfactory customer service,” or do you want “excellent customer service? How do you use your current resources to achieve excellence and achieve a competitive advantage that will bring customers back? This session will explore what it means to provide “good” and “excellent” customer service. Key focus will be on employee attitudes, listening to the customer and exceeding expectations. Participants will focus on the power of words, and the session will explore ways to prevent “escalation” of potential conflicts.”