

# ***CUSTOMER SERVICE***

This workshop will look at all types of customers and how we can serve them better and improve ourselves in the process.

Topics include:

- ✓ Who We Are and What We Do
- ✓ Establishing Your Attitude
- ✓ Identifying and Addressing Customer Needs
- ✓ Generating Return Business
- ✓ Face-to-face Customer Service
- ✓ Giving Customer Service over the Phone
- ✓ Providing Electronic Customer Service
- ✓ Recovering Difficult Customers
- ✓ Understanding When to Escalate
- ✓ WOW Customers



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