



Customer Service Essentials - WEBINAR

Audience: Anyone who serves customers face-to-face or via phone

Size: up to 20 participants

Length: 1 hour 15 minutes

Description:

Whether you are the person on the front line, or the one serving the front line, you touch customers and influence their experience with the organization. All customers expect and deserve excellent customer service. Join Karen Bantuveris of Radiance Learning for an interactive webinar where you will learn simple techniques for making your customer interactions positive and productive. Everyone serving internal or external customers needs these essential skills!

Learning Outcomes -- you will learn how to:

- Identify benefits and barriers to excellent customer service in your role
- Demonstrate an attitude of service excellence
- Use customer-friendly body-language and words
- Avoid 'fatal phrases' that inflame customers
- Handle customer complaints