



The Spark That Creates Extraordinary Results!

Exceptional Customer Service

In today's business there are more products available than ever before and more ways to buy everything from paper to books and cars to computers. People can shop online for everything before making a buying decision. How are the largest companies succeeding when the educated buyers have so many options? They provide service. Not just any service but exceptional service.

Service is Survival

Service industries have always known that to be successful they must do it better than the next person. Go the extra mile and create an experience for the customer that brings them back time and again. Exceptional Customer Service is about creating an environment for your customers and employees. Employees will gain insight into dealing with clients in many situations. Learn how to deal with angry customers, answer the tough questions, and even the impossible questions. Exceptional Customer Service is a course on communication and creating a team effort for the customer.

Formula for Success

Topics in Exceptional Customer Service include; communicating with customers, working within the organization to create great service, what to say and how to say it and creating team in departmental environments. Participants will spend over 75% of the class involved in hands on exercises learning to communicate under stress, while building an environment of team and teamwork. Learning to involve others, manage time and serve others in all aspects of our daily jobs. Real life is constantly changing and so should our communication when it comes to those we serve.

The End Results

Participants all bring their own experience to any course and trying to change the way we do business takes time. Through participation and open discussions participants will gain insights on how to change the way they communicate. These are just a few of the skills participants will gain.

- Listening for Understanding
- Recovering from Failure
- Leadership & Coaching
- Sharing the load
- Dealing with Customers & Clients
- Complaints & Suggestion Handling

We are not born leaders, we become great leaders. Exceptional Customer Service will start your organization on the path to exceptional service and create an environment that employees continue to be the most important asset of your organization. Exceptional Customer Service is the future of success and customer loyalty.