



# Customer Service Training

## Critical Elements of Customer Service

This one-day workshop is for any employee who deals with the public or who serves those who do deal with the public. Customer service skills can increase your value to your company and advance your career at the same time.

### Workshop topics:

- Clearly identify how you can become for effective in dealing with customers.
- Identify opportunities within the scope of your authority for dealing effectively with others.
- Identify the criteria for fair and responsible response to all customers.

### One Day Course

- ▶ Course Goals/Personal Goals
- ▶ Why Worry About Customer Service?
- ▶ Service Beliefs
- ▶ Who Are the Customers?
- ▶ Meeting Expectations
- ▶ Setting Targets and Standards
- ▶ Setting Goals
- ▶ Telephone Techniques
- ▶ Listening Techniques
- ▶ Techniques for Handling People
- ▶ Dealing with Difficult People
- ▶ Steps to Problem-Solving
- ▶ Resolving Conflict
- ▶ Team Effort
- ▶ Stress/Acting Assertively
- ▶ Evaluations

### What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. FEES: \$2,000.00 onsite up to 12 people.  
\$300.00 per person offsite, plus applicable taxes. \*Prices  
and dates are subject to change.

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