

Customer Service: *Above and Beyond*

**Thursdays,
November 13 & 20
1:00 – 5:00 p.m.
Temple College – Downtown**

\$165
(includes all materials)

Call 298-8616 or 298-8625 for
more information

**Registration Deadline:
Tuesday, November 4**



TEMPLE COLLEGE

Service PlusSM teaches participants practical skills that take customer service to a superior level.

They will learn to:

- Feel more confident in handling *every* customer interaction.
- Make customers feel good about themselves, the service provided and your organization.
- Work more effectively with external customers, internal partners, and other people in their lives.
- Motivate customers to be pleasant and collaborative.
- Provide the kind of service that keeps customers coming back.
- Choose the best approach for each customer and each situation.
- Remember to cover all important details with customers.
- Confidently handle problems, unpredictable events, and other job pressures while serving customers.
- Respond quickly to customer requests with effective solutions.
- Assist dissatisfied customers without ruining the customer's day – or the service provider's day!

Applying these concepts/skills will enable you to:

- Think and act consistently to please customers by putting them at the heart of your organization.
- Create unprecedented levels of customer satisfaction and loyalty.
- Ensure repeat business from established customers, increase word-of-mouth referrals for your business, and inspire loyalty in new customers.