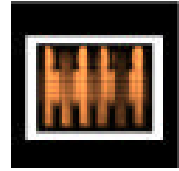


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## Customer service excellence for front-line providers

Customer service skills not only increase customer satisfaction; they also heighten the job satisfaction of service providers working on the front lines.

Attend either the workshop or presentation to learn more about how to enhance customer service skills, including how to deal with some of the most challenging types of customers ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

### ➔ TOPIC PREVIEW:

- Understand customer service and its impact
- Develop a customized map of internal and external customers
- Learn to identify and positively influence the "Moments Of Truth" in the customer service experience
- Understand customer hot buttons
- Learn to effectively address customer challenges

### ➔ TARGET AUDIENCE:

- Those whose success depends on providing satisfactory services to internal and / or external customers.

### ➔ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations).