



## - Best Practices Workshop -

# Delivering Superior Customer Service

***Classes held ONLINE – Zoom LIVE Workshop***

Highly functioning Customer Service teams are viewed by their customers as **partners**, not simply suppliers. The ability to effectively represent your company to the customer and the customer to your company is a **competitive** differentiator that requires **skilled** and aligned customer service team members.

This **6-hour workshop (conveniently delivered in two, 3-hour sessions)** provides best practice skills and tools to enable your business teams to deliver superior service by managing customer expectations and building customer relationships.

### **Session 1 - June 17, 2020 | 9:00 am - Noon**

- Introductions
- The Customer Service Experience
- Customer SWOT
- Customer Types
- Time & Task Management
- Post Session Actions

*- Customer Service -*  
**IS AN ATTITUDE**  
Not a Department

### **Session 2 - June 24, 2020 | 9:00 am - Noon**

- Know Your Customers Business
- Customer & Internal Communication
- Dealing with Difficult Situations
- Customer Considerations
- Post Class Actions

**[Click here to Register.](#)**

**Cost: \$495 / person (includes Course Materials)**

Want this course taught on-site to your management team, we can customize course content to target your specific business needs. - Contact Allison Creveling ([acreveling@racc.edu](mailto:acreveling@racc.edu)) or 610 607 6208.

Contact Mike Salute ([msalute@racc.edu](mailto:msalute@racc.edu)) for more information.