



- 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 - September 16, 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 – September 23, 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) or 610 607 6208.

Contact Mike Salute (msalute@racc.edu) for more information.