

Serve Customers Like A Pro

Professional Development

Satisfying the customer begins by everyone in the organization seeing themselves in positive ways. When they do, they can respond to the customer with a higher degree of professionalism. It is simple and complex at the same time, simple as the appearance of your facility, as complex as the processes and procedures that are in place to satisfy the needs of the customer. Eye ball to eye ball or over the phone when you are talking to a customer you are the company.

The external customer is better able to serve when the internal customer is completely aware of the impact their attitude and actions have on the success of the business overall.

Serve Customers Like a Pro is a fact-filled and job relevant program. Use it to better serve both the internal and external customer. Walk away with new approaches to recurring issues. Find out if what you're doing is the best possible solution or if you're working harder than necessary.

Every complaint is a gift and this program gives you tried and proven techniques to use to make customers return time and time again. Keep them from spoiling your positive attitude by layering these new techniques onto what you already do so well.

Answers to handling complaints, juggling interruptions, multi-tasking, and pleasing the internal and external customer are all covered.

You will go away from *Serve Customers Like a Pro* realizing that your effort has a tremendous impact on the success of the organization and how you can appreciate your effort and recognize yourself. Learn how to stay motivated in a high pressure situation by taking charge of your activities.

Here are just a few of the areas that will be covered:

- Learning the customer's specific requirements
- The language used to help customers with their problems
- Techniques to insure technology is supporting your effort
- How to create a win with the right recovery process