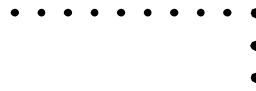


# Continuum



## **Customer Service: More Than A Smile**

### ***Who would benefit from this presentation:***

- ***Customer service representatives.***
- ***Telephone call centers.***
- ***Companies in direct competition with other firms.***
- ***Any organization who deals face to face with clients.***

The quality of service is often what separates an organization from the competition. Knowing what a customer expects and finding ways to “Wow” the customer will help build a positive (and profitable) relationship.

This workshop gives the participants opportunities to review positive customer service guidelines, identify "barriers" that are created by biases and pre-judgments, and develop strategies for dealing with difficult customer situations. The seminar also examines research about reasons why customers take their business elsewhere and how a complaining customer represents others with a similar complaint.

### ***What People Are Saying About Customer Service: More Than a Smile:***

*“I enjoyed hearing the examples from other people.”*

*“I liked the ideas on how to deal with difficult situations, especially over the phone.”*

*“There were some good examples of how to present bad news, especially with customers.”*

*“The presentation was well organized.”*

*“Accentuate value.”*

*“I will be more aware of what I say and how I say it.”*

*“I will have a greater awareness of customers needs.”*

*“Trainer, Kevin Mattran, is super.”*

*“The speaker gave the attendees the opportunity to express opinions.”*

*“A fun, easy going workshop.”*

*“Good points about customer point of view.”*

*“Very interesting and informative; made me feel like I want to be a better person.”*