



Our organization wants to be known for its excellent customer service! How do we begin?

“There is only one boss and...it is the customer! Literally, everything we do, every concept perceived, every technology developed and associate employed is directed with this one objective clearly in mind – PLEASING THE CUSTOMER.”

Sam M Walton, CEO WalMart

Let me help you make your difference in providing outstanding customer service. Together, we will:

- 1. Identify the qualities of excellent customer service**
- 2. Outline effective communication strategies when working with a customer**
- 3. Analyze the importance of using active listening techniques when working with a customer**
- 4. Outline a process to defuse and de-escalate a situation with an angry customer**

BOOK NOW

In Person or Online

For more info, contact Jeanne Dau at: (217) 549-2564
or at daucsonsluting@gmail.com
www.dauconsultingservices.com