



Wowing Your Customer with Exceptional Service

In business, there is only one boss and that is the customer. How do you add the wow factor that will generate referrals and keep them coming back? This workshop provides an overview on how to effectively wow your customers in person, online or on the phone. It will reinforce behaviors you are currently using and provide new approaches to take your service to the next level. If you are managing a team, this workshop will provide new ways to help train your staff. If you are a direct customer service provider, you will learn how to be the star of your business.

Key Benefits of This Course

- Define Customer Service and Understand the Higher Expectations Today
- Create Positive First Impressions
- Use Proven Customer Service Language
- Develop Active Listening Techniques
- Deal with Angry Customers
- Develop a Customer Service Action Plan

This will be a very fun, interactive and hands-on course. Questions, examples and group discussions will be an integral part of learning during this session. Worksheets, quick reference guides, an action plan and other resources will be provided to all participants.

BOOK NOW

2.5-4 hour session
In Person or Online

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