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## Customer Service in an Electronic Exchange World

In today's challenging economic environment, a company needs every edge it can create to keep customers committed to them and to be able to charge a premium price for their services.

Identifying a customer's expectations is easy. Meeting and exceeding a customer's expectations is more difficult. The actual task of customer service takes a concerted effort on everyone's part. Customer service must be understood to mean customer satisfaction.

During this seminar, attendees identify their "Cycle of Service." They have the opportunity to fail, meet, or exceed their customers' expectations at each level of the "cycle." They will clearly outline steps to exceed their customer's expectations – every time!

*The Extra Mile – Everyone Talks About It, But Very Few Actually Travel It*

Here are the training points of the Customer Service Training Seminar:

- The Strategies of Service
- The Rules of Customer Service
- Building and Maintaining Customer Relationships in an Electronic World (with people you've never met)
- Handling Customer Complaints
- Limiting Customer Complaints
- Exceeding Expectations
- The Cycle of Service
- Commitment to Customer Service

Kelly's goal is to educate attendees about customer service and get them committed to improving it. At the end of the seminar, attendees will have new insight into customer service and be motivated to make a difference.

A soft skills training agenda is available, as well.