



## EMPLOYEE DEVELOPMENT TRAINING

Jeffrey Benjamin (775) 337-1600



# Customer Service Workshop

## WOW! CUSTOMER SERVICE:

Develop & Deliver Your Unique Service Style

This enlightening program helps participants understand how all levels of the organization contribute to the overall impression conveyed to the consumer, and it offers useful ways to establish a successful relationship. The program focus is on the necessary tools to create a positive ongoing relationship with customers using proactive, rebound, problem solving and recognition strategies.

### EXPECTATIONS:

- Understand how poor service destroys and how to create superior service.
- Practice the 6 customer service imperatives that most neglect.
- How to de-escalate negative customer service experiences.
- Define proactive strategies that create customer loyalty.
- Establish rebound strategies to recover dissatisfied or difficult customers.
- Cultivate a positive experience for yourself and your customer.

“Jeffrey is especially great at taking your specific issues and customizing a training that addresses it no matter what size your department. He is also flexible and creative and will find a solution to meet your needs.” -Angela Covington, TriNet Total Human Resources

“Jeff has worked with my staff at various companies and is tremendously successful at aligning interests, providing motivation to achieve goals and working to make teams more productive overall. I would recommend Jeff without hesitation!” -Tom de Jong, Vice President, Colliers International

“Jeffrey exudes passion in everything he does. Whether it’s coaching a company toward strategic initiatives, hosting networking receptions, conducting interviews, or facilitating a training program.” - Pete Parker, Managing Partner, NPCatalyst

Contact Jeffrey for More Information:  
**(775) 337-1600**

“Don’t worry about profits,  
worry about service.”

-Thomas Watson



### Program Info

#### Date:

Thursday, February 4, 2016

**Time:** 8:30am -12pm

#### Location:

AGC Training Room  
5400 Mill St., Reno, Nevada

**Price:**  
**\$99**

### Materials Included



Workbook



Audiobook

