



## EMPLOYEE DEVELOPMENT TRAINING

Jeffrey Benjamin (775) 337-1600



# Customer Service Training

## DEFINE & DELIVER YOUR UNIQUE SERVICE STYLE

This 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. The goal is to create a culture that serves both internal and external customers.

### EXPECTATIONS:

- Understand how poor service destroys and how to create 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 customers.
- Cultivate a positive experience for customers, clients and coworkers.
- Define and develop an action plan to deliver WOW! Customer Service.

“We enjoyed the interactive program that was a lot of fun. Great program for any company interested in fostering teamwork and positive communication to achieve organizational goals.” -Darrell Plummer, President, Sierra Nevada Properties

“Breakthrough helps light the fire, passion, excitement of our staff to work as a team. Jeffrey has worked with our team for over the last year to achieve our goals of serving our customers.” -Rick Stevens, Director of Operations, Boys & Girls Club of Truckee Meadows

“I have utilized Jeff in different enterprises to develop high performance teams responsible for growing business. In each instance he did a great job tailoring the program for our needs.” -Graham Leonard, VP Sales, Polargy

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

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

-Thomas Watson



### Program Info

Available As:  
Break-out Session  
Conference Speaking  
Half-day Training  
Full-day Training

### Materials Included



Workbook



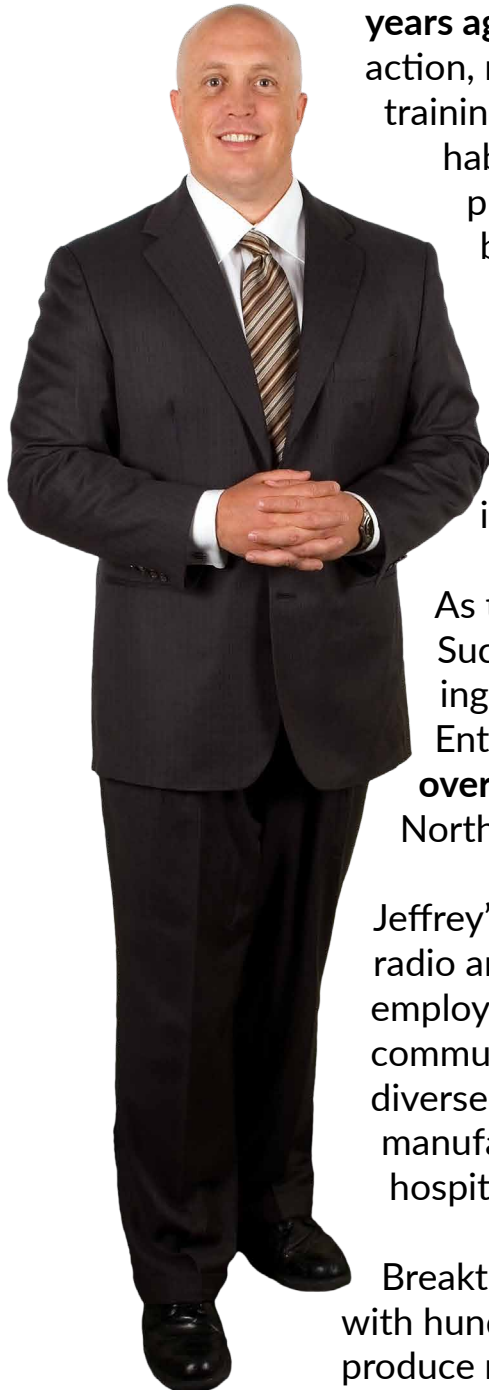
Audiobook





## **MEET JEFFREY BENJAMIN**

With over 3,000 presentations delivered Jeffrey Benjamin has a proven track record. Breakthrough Training™ was founded **25 years ago** in Reno, Nevada by Jeffrey Benjamin with a focus on action, not theory. That's why Breakthrough Training™ corporate training programs are centered on practicing the behaviors and habits that lead to more personal and organizational productivity. We don't use PowerPoint presentations or boring lectures. **We utilize audience participation to make the information impactful, relevant and engaging.**



Jeffrey's obsession with personal development started 30 years ago, and has led to creating a company that is focused on not just information, but application of information. **Action is the final element of success!**

As the co-author in the book series Real Life Habits for Success® and a contributing author in the book, The Sleeping Giant: The Awakening of the Self Employed Entrepreneur, **Jeffrey has had the privilege of delivering over 3,000 presentations** to audiences from Asia, Europe, North America, South America and the Middle East.

Jeffrey's habits for success have been featured on over 500 radio and television shows. Breakthrough Training™ is an employee leadership development, team building training and communication skills training company that has worked with diverse industry clients including construction, manufacturing, finance, healthcare, education, real estate, hospitality and non-profit.

Breakthrough Training™ has a proven track record working with hundreds of companies and tens of thousands of people to produce results. That's why we offer a **100% Money-Back Guarantee!**