

Is your customer service team ready to face today's business challenges?

# Customer Service Training *and* Development Subscription

ONLINE | SELF PACED COURSE



## COURSES

- 1) Understanding Behavioral Styles for Customer Service
- 2) Handling Customer Complaints
- 3) Establishing Credibility and Trust for Customer Service
- 4) Customer Focused Sales Interviews
- 5) Questions Are The Answer for Customer Service
- 6) Win-Win Negotiations
- 7) Gaining Commitments to Action/Closing

\* Successful completion of each course carries Continuing Education Unit credit.

*Maximizing customer service potential makes the difference between customer dissatisfaction, and customer delight*

**C**ustomer Service organizations that create positive customer relationships will win in this new century. The Internet has impacted every aspect of business - both domestically and globally. Today, customers have fingertip access to a vast array of resources that give them tremendous knowledge - and power, including new and efficient ways to train Customer Service representatives. The potential for your Customer Service people to make a real difference in every business is rising. The individual representative holds extraordinary influence over the customer's relationship with a company.

Understanding your customer, learning how to put the customer first, and leveraging the potential that lies in every person on your team that touches a customer is the winning formula for the new century and what this subscription is all about. Subscribers will focus on:

- ✂ *How to Deal with Difficult People*
- ✂ *How to Deal Effectively with Complaints, Resistance and Objections*
- ✂ *How to Interact with People to Help Them Feel more Comfortable and Satisfied in Customer Service Situations*
- ✂ *Negotiating a Win-Win*
- ✂ *How to Ask the Best Questions to Help the Customer*
- ✂ *Gaining Commitments to Action*

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