



# Mosaïque Consulting LLC

## Achieving *Great* Customer Service!

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One of the things that set you apart from your competition is providing quality customer service. Good service means that you have a genuine customer attitude and focus on your customer – whether they are an internal or external customer. You need to consider your customers to be the most important part of your job. They are the ones who keep you in business. So make sure to treat it that way - the customer is your priority.

Every moment you have with your customers i.e., on the phone or face to face is critical to improving and building upon that relationship. This workshop will review why customer service is so important and what you can do to maintain / exceed superior customer service for your customers.



### *Workshop Objectives:*

- Identify the characteristics of quality customer service
- Demonstrate how to effectively communicate with your customers
- Deliver 'bad' news to your customers
- Utilize a problem solving process to help resolve customer issues more effectively

### *Target Audience:*

- Employees, Team Members, Supervisors, and Managers

### *Course Length:*

- 8 hours

