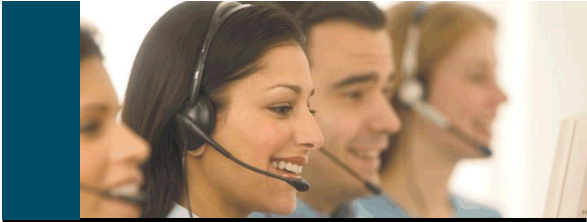


Service Excellence

High Impact Customer Service Rep Training



Program Agenda

- Customer Expectations
- Seven Sins of Service
- Call Handling Strategies
- Organizational Skills
- Culture of Respect
- Service Recovery
- Dealing with Tough Customers
- Listening Skills
- Attitude and Self Motivation

Lewis Associates, Inc.

We are a Chicago-based training and consulting firm. Since 1992, we have helped companies create *strategic business advantage* by developing the skills and performance of their people. We work with companies that want to enhance the results of their sales activities and improve their leadership effectiveness.

Based on a foundation of integrity and respect for the individual, we are responsive and flexible; resulting in a long term legacy of helping others achieve their goals.

It costs 5 times more money to attract a new customer than to keep an existing one.

Excellent customer service is what makes the difference between keeping and losing customers, between making a profit and losing market share.

In today's business climate, service is what gives your company a competitive edge. And the front line associate with direct customer contact is the company's primary channel to meet customer needs. The way that front line associate handles customer requests, inquiries and problems is crucial to the success of the organization.

From the "back room" to the "front door," customer service teams have become a crucial component of the strategic plans of many companies. The success of the service team hinges upon call handler skill development, managing attitudes, teamwork and proper coaching. During our workshop, we cover the ins and outs of handling customer interactions to create a positive first and lasting impression. We practice how to deliver a negative message in a positive way, while increasing acceptance and understanding.

This interactive workshop deals with the realities of today's customer--the most demanding customer there's ever been. Sixty eight percent of your customers who stop using your services do so because of perceived employee indifference or rudeness. So be assured that solid etiquette and customer service skills make a giant difference to your customers, and therefore, your profits. Service Excellence is a customized workshop that delivers telephone etiquette and customer service training live at your facility. Presented in a fun and interactive way for higher retention, it provides your front-line inside service team with the soft skill techniques for managing every call effectively and positively.

If we are to develop a passion for the customer, then we must first develop a passion for ourselves! In order to provide uncompromising customer service, our people need to feel terrific about themselves and take complete responsibility for our success. You taught our group to take 100% responsibility not only for what we do, but HOW we do it.

Cheryl Alaniz, Customer Relations Manager
Quill Corporation

