



Your Performance Partners



Customer Service Bootcamp

Good Customer Service is the lifeblood of any business.
Learn what today's customers really expect—and how to deliver it!

Date: Wednesday, February 13th, 2013

Time: 9AM to 1PM

Location: Cottonwood Recreation Center
150 S. 6th Street, Cottonwood, AZ

Instructor: Professional with over 30 years experience in customer service and training.

"I loved this class....great information, on target. and engaging!"
Chris, Workshop participant

Course Content Highlights:

- Discover how to move your customer service team from adequate to astonishing
- Learn the 3 steps to resolving Customer Service issues
- Understand the impact of Brand, no matter the size of your business
- Analyze the 3 major assumptions we make and how they damage our business
- Explore the differences of Customer Service in the Electronic World
- Don't send emails when... and other rules for responding to email
- 8 tips for successfully writing business emails
- The six things businesses should do on Social Media
- Understanding Social Media as a Customer Service channel

Certificates of Completion are issued to each participant

Registration and Fees:
 To register, call Andrea @ **928-340-2740**
 Tuition: \$25.00, includes all materials.
 Ask about our 3 or more company discounts

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