

BEYOND CUSTOMER SATISFACTION

During this time of explosive growth of service-oriented industries, a mastery of **SERVICE BEYOND EXPECTATION** can mean the difference between success and failure.

The question becomes how we can engender an **ATTITUDE** toward outstanding service from all of our team members regardless of their position in the organization.

- **Attitude Development**

Attitudes form the basis of all behavior. By reflecting positive, caring, upbeat attitudes to your customers, you can influence their attitudes and buying behavior.

- **Customer Service Skills**

Virtually everyone in the company needs these vital skills to remain in business and succeed during the service decade.

- **Goal Setting**

Use the goal-setting process to renew self-esteem and career objectives, build positive thought processes and create an atmosphere of success that will keep customers coming back and generating referrals.

Some of the Attitude/Skill areas covered in our comprehensive course include:

- Attitudes and Performance
- How Customers Define Service
- Your Role in the Company's Success
- Feeling Good About Yourself
- The Payoff of Persistence
- Effective Communications
- Cultivating Empathy
- Handling Complaints
- Developing Self-Image
- Estimating Quality of Service
- Marketing Customer Service Within Your Organization
- Belief Through Affirmations
- Job Knowledge
- Understanding Human Behavior
- The Power of Goal Setting
- Customer Bill of Rights
- The Art of Listening
- Improving Telephone Skills
- Mastering Difficult Situations
- Developing Company Image
- Excellence in Service

Duration: 16 hours

For more information contact us at:

623-584-3200 or info@HPISolutions.com