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## **Avoiding the "Ya but.." in Customer Service - 3 or 6 hours**

This outline is for 3 hours, for a 6-hour session, we would add our Dealing with Difficult People session

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### ***Participant's profile:***

- *Employees for Business, Government and Non Profit organizations*

### ***Learning Objectives:***

- Customer Retention Management - that's the new term for Customer Service. Everyone says they are doing it but few people really feel like the Customer is important to them. For some, the Customer is just a big interruption in the day. This session is jam-packed with exercises to get your team focused and ready to provide exceptional Customer Service.

### ***Participant's Value Received:***

- You have the power to make or break someone's day, simply in how you respond to him or her when someone is doing business with you. It's a much nicer feeling to know you have made someone's day, than made his or her day miserable. Buy learning how to harness this power can make your workday much more enjoyable.

### **Outline:**

1. What exactly is Customer Service?
2. Cold hard facts about Customer Service.
3. Why do Customers leave?
4. Developing Customers for life.
5. Where's the starting line exercise.
6. Analyzing your company's Customer Service health.
7. Taming that little voice.
8. Who defines Customer Service
9. Truly valued Customer exercise
10. Summary & Topic Resources



***"I attended three of Lynda's workshops as I was a new, frustrated business owner. I was unsure of the best approach to contact prospects. Lynda's advice truly helped and has advanced my business."***

***- Jana Ross, Perfect Weddings, Lethbridge, Alberta***