



Customer Service Success

A training course designed to enhance basic customer service skills to produce positive results

Customer Service Success is a one-day facilitator-led course designed to teach inbound customer service agents how to use basic customer service skills to identify and meet customer needs. Enhanced agent skills will improve customer satisfaction and loyalty.

Groups of up to 12 people will complete the following course outline:

- Module 1:** Make Or Break Good Customer Service
- Module 2:** Six Skills For Customer Service Success
- Module 3:** Four Techniques For Excellent Telephone Etiquette
- Module 4:** Telephone Techniques For Difficult Situations
- Module 5:** Overcoming Barriers To Customer Service Success

BENEFITS of "*Customer Service Success*".

Upon completion of this course, your agents will:

- Be able to use listening, questioning responding techniques to enhance customer satisfaction
- Have skill models to follow on every customer call.
- Know how to overcome customer service barriers that negatively affect customer satisfaction.
- Be empowered to demonstrate professionalism on every call.



Call Amtech Marketing to discuss how your company can benefit from the value of this dynamic customer service skills training.

Call today 888-546-4844

303-814-1379

www.amtechmarketing.com