

CUSTOMER SERVICE EXCELLENCE: HOW TO WIN AND KEEP CUSTOMERS

Providing customer service excellence is what will keep your customers coming back.
Seminar #5165

Overview

Customer service excellence will give you the competitive advantage you need to survive in a tough and increasingly uncertain business climate. In today's customer-oriented business environment, "people skills" are critical for personal and organizational success. How you handle your customers can directly affect your individual goals as well as your team's and company's performance. This customer service training seminar gives you the skills you need to communicate professionalism, gain respect, enhance customer relationships and secure an overall competitive advantage through customer service excellence.

Schedule

- [2] days
- [2] days - \$1,895 Non Members
- [2] days - \$1,695 AMA Members
- [2] days - \$1,451 GSA

Credits

1.2 CEU

Schedule

We have 7 scheduled sessions located nationwide starting between 6/11/2012 - 2/21/2013

Date	Location	Duration
Jun 11, 2012 - Jun 12, 2012	Chicago, IL	2 Days
Aug 13, 2012 - Aug 14, 2012	New York, NY	2 Days
Sep 24, 2012 - Sep 25, 2012	San Francisco, CA	2 Days
Oct 25, 2012 - Oct 26, 2012	Arlington/Washington DC, DC	2 Days
Nov 8, 2012 - Nov 9, 2012	Chicago, IL	2 Days
Dec 6, 2012 - Dec 7, 2012	New York, NY	2 Days
Feb 21, 2013 - Feb 22, 2013	Atlanta, GA	2 Days

Registering more than 4 people, please call 1-877-566-9441.

How You Will Benefit

- Deliver better, faster service and increase customer satisfaction
- Learn how to gain repeat business
- Know what customers expect
- Increase your credibility with customers—and your value to your organization
- Manage stressful situations more effectively
- Recognize the signals of customer irritation—and how to respond appropriately and assist in quickly finding a workable solution to your customer's problem

What You Will Cover

- The benefits of excellent service
- Focusing on customer service success
- How customer service creates revenue
- Why customer satisfaction is based on perceptions
- Focusing on customers' top two expectations to save time and reduce stress
- Managing customer expectations by personality style
- Dealing with difficult customers
- Responding effectively to specific customer behaviors

Who Should Attend

Customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to reinforce their skills and train their staffs.

Ways to Register

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email customerservice@amanet.org
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)