

## **CUSTOMER SERVICE ATTITUDE**

Customer service is an attitude that needs to permeate every aspect of an organization. The way we think, plan, and act should be influenced by an attitude of pleasing our customers, both internal and external. This is the first in a series of courses designed to address the many aspects of customer service. Before taking any of the other modules, start here to gain the general attitude and skills required by the other courses in the series.

This four-hour interactive course is for everyone in the organization. The many individual and team activities will stimulate interest and reinforce key concepts that students can apply right away.

### **COURSE OBJECTIVES**

Upon completion, participants will be better prepared to:

- Explain the power and benefits of excellent customer service
- Identify their customers and their needs
- Develop an excellent attitude and put it into action
- Use overt and covert language to communicate an excellent attitude
- Resolve conflict with customers and between team members

### **COURSE OUTLINE**

1. Overview
2. The attitude of excellent service
3. Internal and external customers
4. Identifying customer needs
5. Powerful words and actions
6. Resolving customer conflict
7. Action Plan