

Provider # 0005095

Course # 9627263

Certified for 1 CEU  
In HR / ELE

Instructors:  
Michael G. Zawaki  
Lorraine Megdanis

# Creating Customer Excellence



Upon Completion  
Managers Will:

1. Learn the keys to customer excellence.
2. Understand the benefits of customer excellence
3. Focus on customer service success.
4. How customer service creates revenue.
5. Why customer satisfaction is based on perception.
6. The top two expectations to save time and reduce stress.
7. Explain service language and the importance in communicating with the client.
8. Understand the importance of service standards and the impact it has on the client.

## Overview

**Creating Customer Excellence** was designed for all Community Association Managers what exceptional service is, how to project a customer friendly image, how to handle demanding customers and the pitfalls that many management teams experience when trying to deliver customer service.

## General Overview

- Deliver faster service and increase customer satisfaction.
- How to gain repeat business.
- Adding value to your organization.
- Manage stressful situations more effectively.
- Recognize the signals of customer irritation.
- Respond appropriately to an irate customer and assist in finding a workable solution to the customers' problem.
- Identify the growing trends of pursuing service excellence.