

Provider # 0005095

Course # 96277264

Certified for 2 CEU's
In Human Resources or Electives

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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. Adapt to specific customer behavior.
8. Benefits of giving and receiving feedback.
9. How to handle an emergency
10. Learn how to measure customer-satisfaction levels.

Creating Customer Excellence



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.