

WHAT IT TAKES TO PROVIDE PROFESSIONAL SERVICE

-Customer Service Seminar-

Looking to leave even the most difficult customers with smiles on their faces?

To each employee, this dynamic and effective program will communicate the need to be more company-minded and sales-oriented. Practical, proven, and entertaining, this program's comprehensive approach to customer service makes this program mandatory for anyone who has contact with customers, including service technicians, drivers, dispatchers, foremen, receptionists, salespeople, accounting personnel, and managers.

Topics Covered:

- ◆ Customer Service Checklist
 - Explore your strengths and weaknesses as a service provider
- ◆ Improving Customer Satisfaction
 - Create tomorrow's business on the foundation of today's customer approval
- ◆ Handling Customer Complaints and Objections
 - Respond more effectively to different personality types
- ◆ How Everyone in the Company Sells
 - Nurture the sales skills of your frontline communicators
- ◆ The Value of a Professional Image
 - Sell the importance of quality instead of price
- ◆ Telephone Communication and Courtesy
 - Attend to the details in creating your image
- ◆ Importance of Add-on Selling
- ◆ Presenting Your Products and Services
 - Inspire customer confidence that you are the right person for the job
- ◆ Closing the Sale



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