



**THE  
ENTERPRISE  
CENTRE**

---

## **Customers For Life**

**ENT1537**

1 Day

Customers expect exceptional customer service! In order to keep your customers and get new ones, it is critical that each encounter be positive. Every member of your staff must keep the customer's needs as their top priority. Your front-line staff is where "the rubber meets the pavement", empower them to make a difference! This workshop will be a practical, hands-on session, with the participants taking part in discussions and small work groups.

Who Should Attend This Seminar?

The short answer is "Everyone in your firm should attend". This workshop will explore how everyone can make a difference. Exceptional customer service requires the support and commitment of all employees.

### **Participants Will Be Able To:**

- identify your current level of service;
- utilize new techniques to improve your service;
- manage your own "moment of truth";
- communicate better with your customers;
- handle customer complaints effectively;
- develop a follow-up system to monitor your customers needs.