



# Customer Service Skills

## Deliver Remarkable Customer Service

Your employees responsible for customer service need training and ongoing support to maintain high levels of customer satisfaction and loyalty. Our courses engage and entertain employees as they learn telephone techniques, how to upsell, and more.



*"Feedback, whether positive or negative, is vitally important."*



**Creating Great Customer Conversations**



**Representing Your Brand**



**Feedback Basics**



**Handling Angry Callers**

*"Great customer conversations can be achieved with five easy steps."*

# Customer Service Topics

- Creating Great Customer Conversations
- Customer Service Later
- Feedback
- Feedback Basics
- The Four Ps of Creating Loyal Customers
- Handling Angry Callers
- Helping Customers Decrease Expenses
- Helping Customers Increase Income
- How to Give Exceptional Service
- How to Stay Positive with Customers
- How to Handle Feedback
- How to Upsell
- Phone Etiquette
- Representing Your Brand
- Service Quality Indicators
- Social Media Feedback
- Taking Messages
- Telephone Techniques
- What to do with Feedback
- Who is Your Customer?

*"People like to buy from people who understand their needs."*



## Contact us today!

For more information on these courses and our full libraries of off-the-shelf employee training videos or for partnering with us to create custom training videos for your organization:

Call: **800.566.3159**

Email: **sales@ej4.com**

Visit: **www.ej4.com**

## Everything but Ordinary!