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EE Consulting & Coaching

Consulting, Coaching, Training Workshops, Team Building Event
Design & Delivery, Retreats, and Assessments!

Raising the Bar in Customer Service



2012

Tales That Teach

- *Using books to reinforce the message and learnings!*

www.eecoaching.com

Sandee Nielander, Facilitator

336-471-5212 (Phone)

Raising the Bar in Customer Service

Putting a Focus on Service

This workshop utilizes the book, Fish! By Stephen C. Lundlin, Harry Paul, and John Christensen as a resource for reference.



Focus:

Do you need to raise the bar in services offered to your customers or potential customers? This program teaches your staff the importance of good service, skill building techniques, and ways to build the relationships you need for ongoing business support from your customers! Utilizing the book, Fish!, to enhance the customer service experience, your employees will realize the benefits of providing the best service possible.

Your employees will learn:

- How the message is everything...
- Why appearance is so important in first impressions...
- How meta-messaging and body language affects service...
- How to build relationships after the sale...
- How a positive attitude improves the customer experience...
- Using technology to your advantage...
- How to sell yourself first, products or services second!

To Order Call: 336-471-5212

**Raise the Bar In
Customer Service!**



Price: TBD based on quote
Order #: A2-2012-2
Type: Workshop & Coaching

Raising the Bar in Customer Service

A 4-8 hour seminar for businesspeople who need to improve customer service or who want to enhance the customer service experience.

Three coaching sessions for 1 hour each follows this program starting 2-3 weeks after the workshop. This reinforces the training process so employees stay focused.

Consulting, Coaching, Training Workshops,