

Seminar Innovation in Customer Service

SEMINAR TOPICS

1. How to deal with difficult customers
2. Managing Customer Expectations
3. The two levels of customer service
4. Establishing customers trust in employees
5. Motivating employees to strive for excellence

IDEAL PARTICIPANTS

Executives
Managers
Employees (who deal directly with customers)

26 February 2015

9:00-13:00

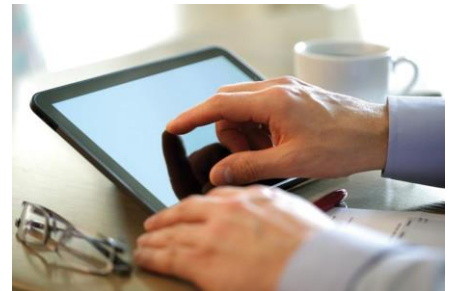
Falcon Crest Suites,
Nyerere Drive Access Road

ONLY 20 SEATS AVAILABLE

P500.00 pp

Make Your Business Stand Out!

Do you want your business to stand out by providing superior customer service? Then attend our ground breaking seminar.



Why attend this seminar.

This seminar will help participants understand the basics of customer service and how to leverage it to ;

1. Raise the quality of service offered to existing customers
2. Develop customer loyalty from the first point of contact.
3. Understand how to differentiate your business from that of your competitors without incurring additional costs.

INNOVATION

CREATIVITY

PROBLEM-SOLVING

TEAMBUILDING



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