



Have you created an A.C.E. today? (Astounding Customer Experience)

Customer Service Skills for Service Providers

From A.C.E. Learning and Performance Solutions

“To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity.” – Donald A. Adams

Customer Service Skills for Service Providers focuses on the personal and interpersonal skills needed to manage challenging customer situations.

Service Providers acquire tools for solving customer problems and meeting customer needs in a way that satisfies the customer’s personal needs while maintaining the company’s business goals and standards.

The positive outcomes include customer loyalty, reduced stress, and greater job satisfaction.

Program Goal

To learn ways to create **Astounding Customer Experiences**, professionally manage customer interactions, and consistently leave a positive impression of your company.

Learning Outcomes

As a result of attending this workshop participants will be able to:

- Establish an authentic human connection with each customer while balancing organizational goals and needs
- Use positive, service-oriented language
- Identify, show interest and respect for unique customer needs
- Respond to emotional customers and diffuse difficult situations

Program Specifics

Audience: All Service Providers

Duration: 8 hours

Class size: Maximum 15

Learning Methodology

- Current best practices in Adult Learning Methodology
- Practical, engaging, experiential, and interactive