



What Customers Really Want and How You Can Give It to Them

From A.C.E. Learning and Performance Solutions

Service Providers are expected to solve customer problems and meet customer needs in a way that reflects positively on the team, department, and the organization.

One of the major challenges service providers face in dealing with customers is satisfying the customer's needs while maintaining company business goals and standards. This workshop clarifies what customers **really** want and need from service providers. Participants leave with skills they can apply immediately, enabling them to manage customer interactions in a way that benefits everyone.

Program Goals

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

Learning Outcomes

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

- Clarify what customers *really* want from us
- Use customer-focused, customer-friendly language
- Respond productively to challenging customer situations
- Increase personal power and reduce stress

Program Specifics

Audience: All Service Professionals

Duration: 4 hours

Class size: Maximum 15

Learning Methodology

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