

Service Curriculum

~ S E R I E S ~



Customer Service is one of the critical factors that help organizations to build and maintain a competitive advantage. It's imperative to retain customers and build your business. With new global business challenges raising the standard of service, it's critical that service representatives understand their role and how to keep customers coming back.

Delivering Customer Focused Service

During this training, participants will learn guidelines for delivering customer focused service, including understanding their role as a professional; the essential skills of communication: listening, questioning, verifying, explaining; and a four-step customer service model.

Delivery Options Available: Online

STAR Service

STAR Service is a new, powerful, half-day program designed to address the opportunity to improve customer experiences. Your service employees will learn the process and skills they need to provide customers with Positive Memorable Experiences. The clear, practical, four-step STAR Service Process™, coupled with the communication skills taught in the workshop, help your employees not only to transform negative and neutral customer experiences to positive and memorable transactions but also to reaffirm and enhance long-term relationships, the foundation of business success.

Delivery Options Available: Classroom, Blended and Online

Winning Through Customer Service – New Edition

This program was developed to do what the title suggests: win more business through excellent customer service. This sales and service program utilizes a variety of interactive training methods to target the skills, behaviors, and attitudes that have the greatest impact on understanding the customer and providing solutions.

Delivery Options Available: Classroom

Dealing with Difficult Customer Situations

The customer service role offers many rewards and satisfactions. But there are many frustrations inherent in the job. During this training, service providers will learn the general guidelines for dealing with difficult customers in challenging situations, and these include calming and focusing.

Delivery Options Available: Online



VITAL LEARNING™

**For purchasing information
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