



Customer Service

Languages Offered:

- English
 Spanish

How Often Do You Feel That Good Customer Service is Gone?

Outstanding Customer Service is a comprehensive course. It deals with the concept that everybody in every organization either helps customers directly or helps colleagues who serve the paying customer.

With that in mind, the participants will learn through information and activities the necessary skills that will elicit a "WOW" response from their customers

What trainees will learn:

- Communication Skills
- Handling Complaints
- Understanding the difference between External and Internal Customers
- Understanding Diversity as it applies to customer Service

How this training will benefit your company and employees:

Customer retention and loyalty are affected by their perception of the Customer Service they have received. The heightened level of first class Customer Service that your company will deliver after this course will help your company to remain in the forefront.

This training can be conducted for 8 hours or more. Onsite training may be customized to meet your business needs.

ABOUT CHARLES Z. RADNEY, ACG



Education and Special Industry-Related Trainings

Certified Instructor NCCER
National and Local ATD Member

Industry Experience

My success as a Corporate Trainer has come in large measure from a relentless commitment to providing the finest training services in the country.

Communications and Leadership Experience

Member of Toastmasters International 15 years

Advanced Communicator Gold, Advanced Leader Bronze

Past Chairman Toastmasters IE Speakers Bureau