

Customer Service and You

Course Description

This 20 minute e-learning program is focused on communicating the key values, methods, and activities associated with providing quality customer service in a retail environment.

Course Overview and Deliverables

- Uncovers how customer service issues can impact your retail business
 - Presents statistics on how customer service impacts customer loyalty
- Reviews the core values of customer care
 - Respect, Attentiveness, Personalization, Caring, Advocacy
- Provides a framework for regular customer interactions
 - G.R.E.A.T. methodology
- Presents the daily habits that result in long-term success
 - 10 Commandments of Customer Service

Courseware Includes:

- Job Aids
- Learning Interactions and/or Skill Practice
- Testing



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