



SkillPath Training presents:

The Essentials of Excellent Customer Service

Sponsored by



When:

Thursday, May 13, 2010

8:30 a.m. – 11:30 a.m.

OR 1:30 p.m. – 4:30 p.m.

Location:

Ramada Inn & Suites
Conference Center

1525 West Havens St.
Mitchell, SD 57301

Trainer:

Sharon Perry

Contact:

To register, call the Chamber at
605-996-5567, or register on line
at www.mitchellchamber.com

Did you know that more than 90 percent of customers who are unhappy with the service they receive will never buy from you again? Worse yet, research reveals that more than 95 percent of unhappy customers never even tell you they were displeased with the treatment they received—so you don't get a second chance to correct your mistakes.

Don't wait until your company has lost customers to begin making customer service a priority. After all, achieving customer service excellence is an ongoing process that requires ongoing commitment.

Seminar Objectives

Consider just a few of the practical customer service techniques you'll learn:

- How to evaluate whether your company has "customer friendly" policies, and how to measure customers' satisfaction with your company's service
- How to handle the five most common customer complaints
- How to handle angry customers with diplomacy and tact; how to keep from being intimidated by rude, abrasive customers and how to turn unhappy customers into repeat customers
- How to master the subtle communication techniques that make the difference between a positive customer relationship and a tense one, including specific words and phrases to use and which ones to avoid
- How to project a professional, friendly image both in face-to-face customer service situations and on the telephone
- How to work as part of a customer team—serving the internal customer in order to better serve the external customer

ENROLLMENT DEADLINE: Friday, May 7

Name: _____

Company Name: _____

Mailing Address: _____

City, State, Zip: _____

Phone: _____ Fax: _____

Email: _____

Please return with your payment to:

Mitchell Area Chamber of Commerce, PO Box 1026, Mitchell, SD 57301

Cancellations received up to Monday, May 10th are refundable, minus a \$10 registration service charge.

After that, cancellations are non-refundable. Attendee substitutions may be made at any time.

PLEASE CHECK ONE:

8:30 a.m. – 11:30 a.m.

1:30 p.m. – 4:30 p.m.

COST:

Chamber Members: \$29 for first registration and \$24 for each additional registration.

Non-Members: \$ 35 for first registration and \$30 for each additional registration.



SKILLPATH ON-SITE TRAINING