

# SEMINAR 101




## Instantly Build Customer Service Superstars


"The real secret in becoming a customer service superstar"

### Does your team understand the six key attitudes for great service?

Consider this....

 Why is attitude everything in the eyes of the customer?

 How can we project a winning attitude with customers?

 What are ways to improve our service attitude?

What makes one company stand out above the rest when it comes to providing great service? The answer is clear and simple: It's all in the attitudes that we project to the customer. How we are remembered will be determined by what attitudes we displayed in our service. Without understanding the importance of our attitudes, we will truly never improve. The customer will always view our service on these six attitudes.

### AFTER COMPLETING THIS WORKSHOP PARTICIPANTS WILL DISCOVER...

- ✓ The six attitudes that customers are looking for
- ✓ What attitudes keep customers away
- ✓ The benefits of developing a more positive attitude

We tailor every workshop! Our focus in every workshop is to tailor and speak directly to the needs of each organization. Prior to the event, we will research and gather as much information in order to tailor and make the workshop relevant to each participant.

### Who should attend?

- Management
- Employees
- Those who desire to build better service.



*Cary Cavitt*