

CUSTOMER SERVICE IS OUR BUSINESS – SD3200

Whether your staff works in the field or within an office setting, this "pilot" training program will provide the participant with a customer service self-assessment, explain why quality of service is important, and give your team important tools necessary for delivering quality customer service. Course objectives: to define "customer service" in the public sector; to explain why delivering quality service is important at the City of Plano; to identify who our customers are at the City; to describe "the service expectations and needs of our customers"; to explore "perception" and the role it plays in quality of service; to explain the concept of "Doing Something Extra"; and to take an in-depth look at "non-verbal" and "verbal" communication and their effects in service delivery (face-to-face and telephone).