

GOING FOR THE WOW!

Customer service is what will give you the competitive advantage you need to survive in a tough business climate. In today's customer-oriented business environment, "people skills" are critical for personal and organizational success. How you handle your customers can directly affect your individual goals as well as your team's and company's performance. **"WOW"** gives you the skills you need to communicate professionalism, gain respect, enhance customer relationships and secure an overall competitive advantage.



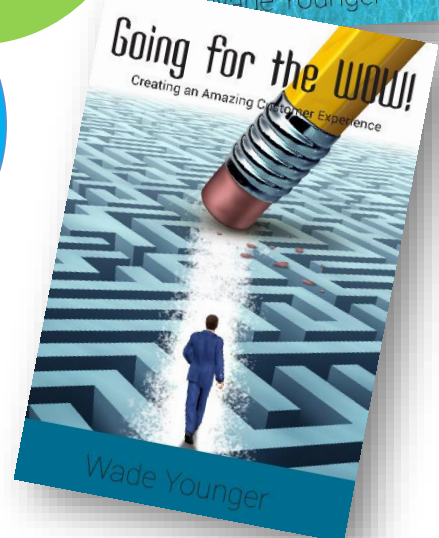
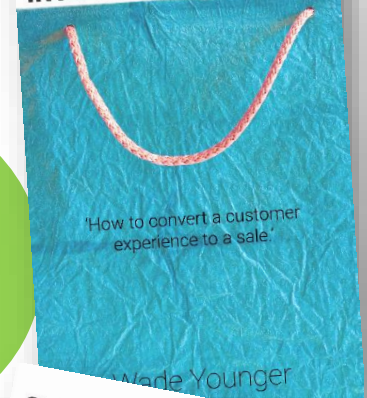
"Going for the WOW!" helps you

- Acquire the skills and confidence to deliver better, faster service
- Increase customer satisfaction
- Learn how to gain repeat business
- Know what customers expect
- Increase your credibility with customers
- Manage stressful situations more effectively
- Recognize the signals of customer irritation

Wade will cover

- The benefits of excellent service
- How customer service creates revenue
- Professionalism under pressure
- Developing mental strategies for remaining optimistic
- Internal customer service
- Managing customer expectations
- Personalized listening skills
- Dealing with difficult customers
- Understanding anger...applying emotion management tools

Turning Customer Service
INTO A CUSTOMER SALE



This course comes with the companion book *"Going for the WOW!"*

"Amazing Seminar! It helped in self building and to dealing with our work and home environments – to be the best you can be!"

-Bill Star - Kingsway