



# CUSTOMER SERVICE WORKSHOP

## HOW TO MAKE THE CUSTOMER COME BACK?

- Learn the 3 Smart Ways for handling a difficult customer situation
- Learn the 4 Golden Rules to remember for good services
- Aim: To get customers to return, and to get them to bring others along

**“ . Your most unhappy customers are your greatest source of learning. – Bill Gates**

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The Facilitators: Andreas Fehrens and Ted Quan have many years of combined experience in the customer service industry and business. Their experience working in restaurants, hotels, customer service call centers, sales and health service industries has enabled them to learn what it is that makes customers satisfied.

- Listen reflectively
- Get customer buy-in
- Own the problem
- Solve the problem
- Follow through
- Rebound from difficult situations
- Mind your manners

- **Brainstorming**
- **Roleplays**

**[2-3 Hour Workshop]**



Please contact us for more information ▶ ▶ ▶

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