

# Customer Service

Exceeding Expectations & Building Loyalty



Customer service is receiving a great deal of attention in almost every business and industry. The purpose of this training is to measure and increase customer service performance in both employees and managers. Discover why customers stop doing business with a company. Learn how to increase customer loyalty in your company.

## Attend this presentation to learn about:

- Understanding the communication process
- Create better customer care
- Identify external and internal customers
- Develop a positive approach to dealing with customer
- How to effectively respond to customers
- Develop Repeat Relationships

**Thursday, August 11, 2022**

**12:00 - 1:30 PM**

**Free for Monterey County Employers!**

# Register Now!

Or register by using your phone to scan the QR Code →



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