

CUSTOMER SERVICE TRAINING

The London Training Centre has an excellent opportunity to improve the customer service in your organization. This program focuses on a number of customer service skills that are applicable to all industries. Our program is concentrated on how to be a customer service professional who goes above & beyond in order to generate repeat business and drive customer loyalty. Course topics include:

- What is Customer Service?
- The Goal of Customer Service
- Customer Service Basics
- Customer Satisfaction
- Working with Difficult Customer Situations
- Meeting Customer Expectations

The program can be customized to meet the specific needs of your organization.

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**Our team
building
approach will
assist your
organization to
go above and
beyond in all
aspects of
customer
service.**

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