



For Your Successful Performance Solution



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## Development Training

### Course Details

**Code:** **CS1** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **WORLD CLASS CUSTOMER SERVICE**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with an improved understanding and development of effective customer service and relationships principles and successful business skills.

The topics to be discussed are as follows\*\*:

- Putting your customer first
- Improving customer first impressions
- Courtesy, concern, and confidence counts
- Straightforward communications makes the difference
- Listening to detect customer “hot buttons”
- Importance of rapid response times
- Single point of customer contact
- Customer call-back responses for improved customer relations
- The customer is always right
- Ten steps to ensure customer service satisfaction
- Building and developing life-time customers

**\*\* Please note that this package is currently being revised and there may be some changes in content.)**

**Objectives:** Upon successful completion of this training, your employees will have an improved understanding of successful customer service principles and business skills. In addition, participants will be able to use additional skills to develop and take customer relations and service to the highest levels.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation package for this course with handout packages for participants.  
“World Class Customer Service” – 30 plus pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

This course will be “fun” as well as educational! You learn MORE when you are having fun!