

CUSTOMER SERVICE

Superstar Customer Service®

Program Highlights:

Without loyal customers, a business doesn't exist. Therefore, the true purpose of every business is to create the highest level of customer satisfaction and loyalty. Simply put, Customers Are Really Everything C.A.R.E. Learn the five Moments of Magic to achieving SuperSTAR customer service and how to manage each consistently. The time is now.

Learning Outcomes:

- Discuss the elements of SuperSTAR Customer Service – including Moments of Truth, Misery, Mediocrity, and Magic – and learn to CARE for customers
- Apply Moment of Magic I: Mental Psyche
- Apply Moment of Magic II: The Greeting
- Apply Moment of Magic III: Meeting the Need
- Apply Moment of Magic IV: Follow-through
- Apply Moment of Magic V: Handling Problems



Target Audience:

All employees through frontline leaders



Stand Out!

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Course Outline

	DESCRIPTION
UNIT 1: The Customer Service Challenge!	<ul style="list-style-type: none">• What Customer Service?• The Search for Superior Customer Service• SuperSTAR Customer Service
UNIT 2: Mental Psyche	
UNIT 3: The Greeting	
UNIT 4: Meeting the Need	
UNIT 5: Follow-Through	
UNIT 6: Handling Problems	