

NEW! Customer Service Training for Front-Line Employees

Drive business success by diving into the “what,” “why” and “how” of exceptional customer service. This course provides essential principles of a customer-centric approach, engaging case studies, hands-on activities, realistic role-play scenarios, and tools and strategies necessary to deliver stellar customer service. You will transform your customer interactions into positive experiences that build lasting loyalty and make exceptional service the beating heart of your business.

Target Audience: Front-Line Employees

Thursday, Aug. 22, 2024

9 a.m.-Noon • \$149

Online Registration [Click Here](#), [View Details](#)

NEW! Customer Service Training for Front-Line Employees

Empower your front line to deliver excellent customer service. This immersive course provides proven strategies for building a service-driven environment where every interaction shines. Equip yourself with the tools and techniques to lead the transformation, inspire your team to embrace exceptional customer service as the norm and watch your business thrive.

Target Audience: Front-Line Supervisors

Thursday, Aug. 22, 2024

1-4 p.m. • \$149

Online Registration [Click Here](#), [View Details](#)

NEW! Improved Employee Coaching (for Supervisors/Managers)

Discover the transformative power of coaching, watch your team members soar to new heights and become a leader who unlocks the potential within every employee. This highly-interactive course explores effective coaching techniques that build rapport and increase engagement, productivity and talent retention. Learn

You must have an email account to register online.