

# Just get Serious<sup>®</sup> About Customer Service

Customer service is serious business. Your company's products, services and very existence depend on customers and how you serve them. Make the service a positive, memorable experience. It's you and the experience that keeps customers and brings them back. It is the reason customers tell other people about your company's products, services and you. Learn how to make the experience rewarding for both you and your customers.

This motivating customer service program incorporates individual and group activities, two award-winning training videos (SMILE, The Difficult Guest), insightful personal examples, contests, prizes and giveaways. The program will be customized to address the needs and concerns of the client and specific industry.

## Depending on the needs of the client, participants will learn how to:

- Value their role in the customer service experience, regardless of their position
- Work better with co-workers, managers, suppliers with other internal customers
- Interact better with external customers
- Present themselves in a professional manner
- Create positive rapport with customers
- Use positive words and expressions
- Create memorable "moment of truth" experiences
- Empathize and understand situations from the customers' point-of-view
- Consciously use the three Vs of communication (verbal, vocal and visual)
- Answer phones professionally and converse effectively
- Identify their personality style and adapt to style of their customers
- Recognize the five types of listening and how to listen more effectively
- Ask questions to fully understand a situation and achieve better results
- Be positive when customers are not
- Work with customers to solve issues, before they become problems
- Deal with dissatisfied customers
- Be motivated and excited about their jobs

Also available are programs on conducting customer surveys.

## For more information, including scheduling and pricing, contact:

Donna Satchell  
STARR Consulting & Training  
Just Get Serious<sup>®</sup> Seminars & Speeches  
770-498-0400 - Donna@JustGetSerious.com  
www.JustGetSerious.com

## Program Facilitator



**Donna Satchell** specializes in helping businesses better serve their customers and helping business teams work better together. Known for her engaging and motivating style of training, Ms. Satchell has worked in various markets including government, small business, corporate, non-profit and school systems.

She provides programs in customer service, team work, time management, and presentation skills.

Ms. Satchell is a member of the National Speakers Association and the American Society for Training and Development.

Visit [www.JustGetSerious.com](http://www.JustGetSerious.com) for information about Ms. Satchell's programs, testimonials, client list, and exciting motivational videos.

"Donna's program on customer service was informative, interactive, and high energy. All of our members raved about Donna's session and want to have her back!"

Ruth Harris, President, Atlanta Chapter  
Society of Government Meeting Professionals

"Your classes hit on the important points of providing our customers with exceptional service and addressing the issues we are facing. You made the classes fun and interesting. I would highly recommend your services."

Hilda Seymore, Operations Manager  
Georgia Department of Travel and Tourism

"Your presentation was very motivating. I will use your knowledge and information about maintaining positive customer service in all my business dealings and personal dealings as well."

Rhonda Dunwood  
R.O. Dunwood Cosmetology Services