

MIIA EAP Professional Development Training



Customer Service

- Excellent
- Very Good
- Satisfactory
- Marginal
- Poor

Date:

Tuesday, September 14, 2021

Time:

2:00pm

Presenter:

Steven Bernstein, LMHC, CEAP

To Register, click on below link:

<https://attendee.gotowebinar.com/register/1399900817687909132>

Customer Service Excellence: Reaching Down Deep

Everyone knows and appreciates excellent customer service when they receive it, and most of us want to provide excellent service ourselves. Knowing how to provide such service in today's fast paced, highly stressed world can be difficult - today's customers do not always make it easy. Participants will learn skills for providing 5-star service in person and on the telephone, strategies for dealing with difficult customers, and tips for providing excellent service even when we do not feel like it.



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