

FOR PUBLIC SERVICE EMPLOYEES



# CUSTOMER SERVICE EXCELLENCE

*Enhance the skills needed to deliver exceptional customer service*



**REGISTER NOW!**  
To Reserve Your Spot

## PROGRAM MODULES:

JAN  
11

### Positive Attitude & Professionalism

Learn the role of attitude in customer service and how to develop and maintain a customer-focused mindset

JAN  
25

### Internal Customers & Collaboration

Learn why internal customer service matters, and how to build effective working relationships with colleagues

FEB  
15

### Effective Communication

Learn how to listen actively, ask questions skillfully, and explain complex information clearly and concisely

FEB  
29

### Handling Customer Complaints

Learn why customers complain, de-escalation techniques, and ways to work toward win-win solutions

MAR  
14

### Writing for Customer Service

Learn how to write customers in clear, simple, and service-oriented language

## Program Details:



Location: Online (via Zoom) |  
Period: January 2024 - March 2024



Duration: 10 hours, two (2) hours per  
module | AM & PM options available



Tuition: \$229.00 per person



Post-work assignments with  
every lesson



Earn a Certificate of Attendance,  
along with 1.0 CEUs (10 hours)

**Register today!**



**(956) 504-9287**



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