

SEND THEM AWAY... ..HAPPY! (Beauty and the Beast Revisited)



What to do? What to say? Do you sometimes wonder about the best way to respond to a customer or fellow-employee concern? This session dealing with the effective customer service and handling concerns focuses on the need to communicate, both verbally and nonverbally, a desire to be “exceedingly helpful”. We need to hear the concerns of our customers in order to enable us to respond effectively. Learn ways to expand your creativity and options for better meeting the needs of your customers, both the internal and external.

Kathy's seminars are entertaining, interactive, everyday useful, confidence building, attention keeping.

She will help you discover how to:

- + Communicate a Desire to be “Exceedingly Helpful” to Customers and Co-Workers
- + Understand Reasons the Customer Might Be “Unhappy” and Reframing Our View of the Situation
- + How Your Body Says, “I’m On Your Side.”
- + Use the Words That Say, “We’re In This Together. I Want to Help and I Can Help.”
- + Practice with Individual Customer Situations to Better Serve the Customer

GO OUT AND MAKE A DIFFERENCE!! (Because you can!)

“Kathy’s subject matter, enthusiasm, humor, upbeat attitude, along with timely material makes her presentations an exciting learning experience. We have been so please with her presentations that we engaged her to conduct customer service training to our entire staff of hourly employees (400 strong).”

William W. Rush
Director of Human Resources, Physicians East, P.A.

“Kathy did an outstanding job with her presentation. She was well prepared and organized. I found her to be personable with all those attending and interacted with them with professional knowledge and a sense of humor. Kathy answered questions as well as presented new ideas and strategies for coping with ‘complainers’ that could easily be put into action”

Lentz Stowe, Dir. of Small Business Center
Beaufort Community College