

Program Description

Customer Service/Productivity

Building World-Class Customer Service Agents

In this high-energy and dynamic presentation, Jeff Davis shares the skills needed to successfully become a world-class customer service organization. Taken from Jeff's experience as an account manager and customer service specialist, he shares the knowledge and exercises necessary to move from good to great when dealing with your customers. Key areas covered include:

- Streamlining employees' ability to deal with increasing demands and stressors
- Consistently applying world-class customer service techniques
- Tricks to effective handling of difficult and "problem" customers
- The secrets to developing and maintaining customer loyalty
- How to implement best practices across your entire organization

Many customer service departments today do not have the proper knowledge or training in order to implement world-class customer service strategies. However, Jeff believes that all of these skills are learnable with practice and dedication. In this impactful program, he discusses the way employees can meet difficult challenges in a better way. Jeff will empower members of your organization to reach their professional best so that your organization can continually grow and succeed in today's demanding marketplace.

Value to Participants: Members will walk away with relevant strategies designed to help them deal with customers in a smooth, professional, and enlightened manner. They will know how to consistently respond to challenging customers in ways that will tremendously benefit your organization. Members are also taught precise steps needed to maintain customer loyalty.

Biography: Jeff Davis, Professional Speaker, Author, and Master Strategist – is Chairman and CEO of Jeff Davis International, based in Newtown, Connecticut. Jeff shows that anyone can become a master communicator and customer service specialist if they so desire. Through his programs Jeff teaches his clients the steps they need to know in order to excel in their jobs, careers, and organizations. After graduating with his Master's degree from Johns Hopkins University, Jeff went on to become a speaker, writer, marketer, customer service specialist, and philanthropist. Although Jeff's list of accomplishments are growing at a high rate, he is most proud of his ability to coach organizations to better deal with demanding customers. Jeff is always learning more, having read many books on customer service and actively growing every single day. He is extremely excited to work with you and your group.