

Signature Series

TM

~ MOMENTS OF TRUTH ~
SERVICE EXCELLENCE

Each and every time a customer comes into contact with someone from your organization a "Moment of Truth" takes place. And, at that moment the reputation and image of your company can be positively reinforced, or eroded, depending on what your customer experiences. To help ensure those "Moments of Truth" are positive, we can bring some critical customer service and relationship skills to your organization. Things like handling difficult customers, flexing to interpersonal styles, and learning styles. Content also addresses good telephone technique, and managing personal stress. Our "Managing Moments of Truth" seminar helps leaders focus their people on delivering high levels of positive personal interaction to customers, while ensuring that customer service processes are seamless and effective. We can also help clients with on-line customer feedback programs.



Thomas-Ritt

Helping Business-to-Business Succeed.

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