



FREE CUSTOMER SERVICE TRAINING FOR YOUR EMPLOYEES

Companies and non-profit agencies recognize that excellent customer service is the life blood of the organization. In order to maintain a competitive edge, small businesses recognize that effective and exceptional standards of service should be extended to customers and staff who interact with each other.

Realizing the importance of ensuring excellent customer service practice, we provide an intensive training program to ensure that we meet your requirements.

Our Customer Service program focuses on clients having a good understanding of the following:

- Effective communication skills;
- An ability to listen to, and understand customers' requests;
- Problem-solving skills and professionalism;
- Empathy;
- Flexibility;
- An understanding of how body language and tone affect interaction;
- Strong work ethic; and
- The genuine desire to adhere to the organization's mission and values

In this regard, the Employment Team would be pleased to assist you in delivering retail customer service workshops to your clients and staff.

These workshops can be tailored to meet your business or agency needs.

For further information, please contact Maya Roy, Executive Director at maya@newcomerwomen.org.