



RELATIONAL LEADERSHIP: customer service

EXTRAORDINARY CUSTOMER SERVICE

As the pressure increases to keep citizens happy and local business growing and thriving, it is more important than ever that local government employees know how to deliver customer service at the highest level. Extraordinary Customer Service is designed to give the participants a broad overview of customer service and addresses dealing with both internal and external customers. This class instructs participants on topics including making great first impressions, professional phone etiquette, being respectful and responsive to customer needs, and interacting with difficult customers.

Objectives:

By the end of this workshop, participants will be able to:

- To offer an overview of extraordinary customer service delivery in the local government context
- To equip participants to be confident and enthusiastic in meeting the needs of internal and external customers

