



## Customer Service Made Easy

### Objectives:

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

- Learn the importance of employee interaction with customers
- Identify effective ways to gather feedback
- Recognize the importance of clarifying expectations to employees
- Promote a customer-focused environment by identifying customers
- Use the components of Neighborhood Service Delivery to deliver outstanding customer service



## Summary

Customer Service Made Easy instructs front-line personnel in effective ways to communicate with customers, through exploring the Neighborhood Service Delivery model.

The course includes situational customer service exercises, tools to improve customer relation skills, and group discussion of the philosophy of service focusing on three essential elements: consultation, adaption, and mobilization.