



## Extraordinary Customer Service for Managers

### Objectives:

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

- Discuss strategies on delivering outstanding customer service in local government
- Instill a customer service oriented culture among their employees
- Make a great first impression
- Communicate with customers effectively and professionally
- Handle difficult situations appropriately



## Summary

As the pressure increases to keep citizens and business growing and thriving within our cities, it is more important than ever that managers know how to enforce customer service at the highest levels. Extraordinary Customer Service is designed to give the participants a broad overview of customer service, dealing with both internal and external customers.

This workshop deals with topics including making great first impressions, professional phone etiquette, using email professionally, making successful calls, gathering information from customers, being respectful and responsive to customers needs, and dealing with difficult customers.