

# I. CUSTOMER SERVICE EXCELLENCE (CSE)

## II. MANAGING FOR CUSTOMER SERVICE EXCELLENCE (CSM)

### Two dynamic, practical customer service programmes that are 'must-attend' for all who communicate with customers -

To be held October 2014, God's willing; 9am to 12 noon & 1:15 pm to 4:15 pm

If your organisation would like to:

- ❖ increase customer satisfaction
- ❖ help your customers feel important and appreciated
- ❖ reduce stress and disenchantment in customer service jobs
- ❖ differentiate your brand in the marketplace

**Programmes - (I) CSE and (II) CSM will help you to deliver on the above aspirations.**

SKILLS AND ATTITUDINAL TRAINING ALONE FOR THE FRONT LINE STAFF ARE NOT ENOUGH. **CONCURRENTLY MANAGING THE PROCESS AND CREATING THE CORRECT ENVIRONMENT IS A MUST...**

### Who should attend?

- (I) CSE – Customer service representatives and other front line staff and supervisors
- (II) CSM - Managers, Accountants, Sales Professionals and other Senior Officers

### Date and Place?

- (I) CSE – 22 - 24 October; - Chamber of Industry & Commerce Conference Room
- (II) CSM – 21 October; - Bird Rock Beach Hotel

<b>PROGRAMME COVERAGE/ TOPICS include:</b>	
<b>CUSTOMER SERVICE EXCELLENCE</b>	<b>MANAGING for CUSTOMER SERVICE EXCELLENCE</b>
<ul style="list-style-type: none"><li>• Understanding Customer Service &amp; Brand</li><li>• Commandments of Quality Customer Service</li><li>• Developing a Positive Attitude</li><li>• Handling and Resolving Customer Complaints</li><li>• Dealing with Difficult Customers</li><li>• Teamwork as a Positive Force for Quality</li><li>• Say "no" and be firm without antagonism.</li></ul>	<ul style="list-style-type: none"><li>• Overview of Customer Service &amp; Brand Loyalty</li><li>• Developing and Maintaining a Quality Customer Service Management System</li><li>• Systems for Handling &amp; Resolving Complaints</li><li>• Building a Quality Customer Service Team</li></ul>

You may also check our web-site [www.brbusinesscoach.com](http://www.brbusinesscoach.com)

LEAD FACILITATOR /PRESENTER: *Euphemia Brice Roberts*

***Investment per person: - CSE: USS\$ 257 ; CSM: US\$220.(includes coursework & lunch)***  
Due and payable by September 30, 2014, God's willing.

Please make cheque payable to Brice Roberts Business Consulting Services

Programmes are also available for delivery in-house.

**TO REGISTER: PLEASE SEE FORM BELOW**

NAME	JOB TITLE	PROGRAMME [CSE] [CSM]
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Organisation / Authorised Signature      Tel:      Fax:      Email:

You may check our web-site, call, or write to us to find out more about our range of programmes:

**P. O. Box 636  
Basseterre,  
St Kitts**

**Email: [brbcserv@gmail.com](mailto:brbcserv@gmail.com)  
[www.brbusinesscoach.com](http://www.brbusinesscoach.com)**

**Phone/Fax: (869) 465  
8044/1961**

**Phone: (512) 541 -  
4115**

