



Centroid Customer Service...."Saving The Customer"

Executive Summary

This course is designed for sales/service professionals who want to compete at the top level in their field. **Centroid Customer Service** recognizes that Customers with needs expect satisfaction. They also want to reduce exposure and worry. In a half day format this program is customized to the requirements of its participant's top needs and back fills with the course process and platform to help promote seamless, continuous, customer service excellence.

It focuses on the environment where customers in need want to be helped while anticipating top notch responses from service experts. Finally, this program promotes customer first call status with suppliers.

Program is scalable for Intermediate or Advanced participants.

Course Objective

Centroid Customer Service focuses on providing participants with a road map and provides customer service solution strategies for important new and existing key customers. Its other objective is to bring greater awareness to the new reality that customer service is much more than just solving a problem. It's about growing and retaining more than our fair share of existing business. All skill sets are designed to be implemented immediately with quick ROI.

Program Structure

- 1) Half Day for up to 12 participants
- 2) Customized from deck of approximately 70 slides
- 3) Approximately 40 slides deep for half day
- 4) Several Participation Workshop and Role Play Exercises
- 5) Deep interactive workbook
- 6) One to one follow up by Facilitator within 10 days of delivery date
- 7) Personalized framed Centroid Certificate upon course completion

For More Information Contact

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