Engaging and Retaining Customers

Providing customer service can be rewarding and challenging at times. Join us for this three hour workshop designed to enhance your skills and reduce some stress about how to address those more challenging interactions.

- Participants will be introduced to the 10 customer service standards that are essential to meeting customer needs while ensuring positive “moments of truth” that create an exceptional customer experience.
- Group work will provide the opportunity to practice the standards using customized scenarios.
- Additional attention will be given to the “Art of Handling Complaints” and a telephone skills refresher for those who use extensive phone contact in their customer interactions.

**Workshop Facilitator:** Elaine Angelo, Performance Consultant, ProKnowledge LLC. Elaine has 25+ years of experience leading human resource and staff development initiatives in a variety of organizations. She has developed and implemented programs that enhance employee engagement, promote internal advancement, build essential business and people skills, and recognize employee performance. She has conducted the “Engaging and Retaining Customers” workshop at three other SUNY institutions.

*SUPERVISOR’S APPROVAL REQUIRED TO ATTEND.

COFFEE, TEA, AND LIGHT BREAKFAST FARE WILL BE PROVIDED.

To Register Contact:
Brenda Seckerson, EAP Coordinator
bseckerson@albany.edu
CALL 442-4483 OR ONLINE

http://www.albany.edu/eap/event_sign-up.htm

TUESDAY, MARCH 19
OFFERED IN TWO DIFFERENT SESSIONS

9:00 AM—12:00 PM
OR
1:00 PM—4:00 PM
CAMPUS CENTER BALLROOM