

Employer Training

The following courses will bring the spark back to your work group! Consider bringing in a TTU Career Services professional to re-ignite your employees passion for work. Our staff members have professional presentation experience and we guarantee our services.

1. Customer Service – Foundations

This module will set the stage with the fundamentals that make-up outstanding customer service. Attitude is everything as we explore the way we interface with our customers today and how we will interface with them tomorrow. This module will also include a video segment called “give ‘em the pickle!”

2. Achieving Extraordinary Customer Relations

The second in our series on customer service, this module provides attendees with ways to model positive customer relationships. Attendees will learn how to do the right things to ensure customers are provided with excellent service. We will go through a methodical process as we look at understanding what your customer needs; delivering your services; pleasing your customer; and achieving superior service.

3. Dealing with Difficult Customers

Unfortunately some people are just plain hard to get along with. During this session, we will examine the seven difficult behavior types. We will learn to identify the behavior, understand the behavior and, most of all, cope effectively with the behavior.

4. Upselling

Even inside-sales personnel have the opportunity to improve customer relations with the simple technique of suggestive selling. This session will teach your employees the process to identify customer needs, proactively present solutions and execute closing techniques to satisfy customer needs, and increase company margins.

5. Professional Image

From understanding corporate etiquette to the importance of eye contact, this session will provide attendees with information on nonverbal communication, body language, handshakes and cultural awareness. In addition, we’ll touch on the importance of appearance when in a face-to-face situation with a customer.

Fees:

Each module is \$300 which includes training materials.