

YOUTH SERIES:

Customer
Service

Overview: Organizations today are competing for consumers, so assuring that customers have a positive experience is a key aspect of any company's performance. This course highlights how customer relations relates to the "bottom line," gives an overview of some common pitfalls in customer relations, and addresses concrete techniques to use with customers. 2hr program

- Overview of Job Expectations in Service Sector
- Flow of Daily Business
- Understanding and anticipating customers needs
- Building relationships with customers
- YOU are a Customer also!
- Having a Bad Day? What not to do...and the effects

Meet the Trainer: *Melissa Welker-Fitzgerald, B.S., M.Ed.*

Melissa holds a Bachelor of Science in Social Work and a Masters in Career and Technology Education with an emphasis in Training from Bowling Green State University. Melissa has worked in the social service, health care, retail, and education industries. Her experience includes management, training, account management, customer service, leadership, and career services.

