



“Employees with customer service skills have better employment opportunities and greater advancement potential.”

## EASTCONN EMPLOYER SERVICES

# Customer Service Training

### Communicating Effectively With Customers and Coworkers

This course will help improve interdepartmental communication & raise morale in your employee group.

Participants will:

- Learn new communication techniques to build loyal employees & loyal customers
- Gain problem solving techniques
- Identify the best steps to handle a difficult situation
- Develop relationship building skills for use with customers and coworkers
- Learn to maintain customer loyalty by meeting your customer needs



Get your team certified!  
This course is a great test prep resource for the National Retail Foundation's Customer Service and Sales Certificate!

Contact Sandra Garcia at 860-455-1584 or [sgarcia@eastconn.org](mailto:sgarcia@eastconn.org)

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