



"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 Jessica Dapsis at 860-455-1625 or jdapsis@eastconn.org

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