

Acacia Business Solutions Customer Service Workshop

Acacia Business Solutions (ABS) solves people problems. After all, don't most business problems boil down to people problems?

Simultaneously Solve Two Tough Problems

ABS can solve two interwoven problems: customer retention rates and employee retention rates.

Your company can improve its public image by teaching its staff and managers how to positively, effectively and efficiently interact with customers. ABS consultants will teach your staff how to give extraordinary, exemplary customer service and how to maximize every customer interaction.

To accomplish this, ABS consultants first instill a sense of purpose and pride in our "students." By explaining to students the importance of their jobs and their role in the overall organization, we help foster understanding, motivation and dedication. We help employees feel good about their jobs and about their company.

ABS trainers then move on to cover the meat and potatoes of how to exceed customer expectations. We teach employees how to communicate with each other, with bosses, with subordinates, and most importantly, with customers - and to do so with the goal of serving the customer in the most courteous way possible. In interactive sessions, we role-play, coaching students in the art of dealing with difficult customers. We also teach what to do in the worst-case scenario (i.e. what to do when the electric goes out or what to do in a serious emergency). We cover crucial business etiquette lessons, including proper telephone techniques. And, most importantly, through a variety of participatory units, we teach students how to consistently **WOW** customers.

In our experience, we have found that some employees may not understand the most fundamental aspects of providing customer service. Fear not, as our programs are customized to the specific needs and skill levels of each company with which we work.

We understand, and we help your employees to understand, that the success of the company hinges on their efforts. **Help your employees tap their potential, build co-worker camaraderie and light the spark!**