



Scott Greenberg

Bringing Out Your Best

Customer Service

Quick Connections & Long-Term Relationships

In a competitive environment, great customer service is the most important and most controllable means to distinguish your business. Your ability to quickly connect to customers and cultivate relationships is crucial.

This program goes way beyond the fundamentals shared in most corporate workshops on customer service. Here, Scott will show customer service reps (and the people who manage them) how to create “connection points” to make each contact a unique, pleasant experience not only for customers, but for the reps themselves. He will also teach your reps to self-motivate, and become conscientious of issues that may be inhibiting their best performance.

Benefits for your Group:

- Learn specific, pragmatic techniques to connect with clients, even in a busy customer service environment.
- Motivate and boost confidence of CSRs and management.
- Bring more humanity and less “robotics” to contacts with customers.
- Learn to cope with angry customers and convert them into customers for life.
- Enhance customer relationships.

After assessing your needs, Scott may combine elements from multiple programs or add additional content to customize the best presentation for your group.

Other Popular Programs:

Minimum Wage, Magnificent Workers:

How to Turn Low Wage Employees Into High Performing Superstars

Survival of the *Finest*:

Thriving During Times of Change & Adversity

Managing Like Michelangelo:

Sculpting Employees Into Magnificent Works of Art



To book Scott Greenberg, contact SPEAK!

2229 Mariposa Ave, Boulder, CO 80302

Phone 720-304-3710 • Cell 303-669-9905 • Fax 720-223-2222

www.FranchiseSpeakers.com