

PRESENTS  
**CUSTOMER SERVICE**



TRAINING:

# CUSTOMER SERVICE



## What will I learn from Customer Service?

- Ø Recognize that service delivery is an individual response value.
- Ø Understand how your own behavior impacts that of others.
- Ø Develop more confidence and skill as a problem-solver.
- Ø Communicate more assertively and effectively.
- Ø Learn some ways to make customer service a team approach.

## Who is this training for?

This training is designed for people who deal with all types of customers on a daily basis and who want to have a better understanding of what Customer Service really entails.

## Who is the trainer?

Drs. Shira Saraç-Essed is a psychologist with experience in the area of drug rehabilitation for adolescents and adults. She has worked for the 'Coördinatiebureau Drugsbestrijding'. She has a Masters degree in Clinical & Health Psychology from Leiden University.



## Training dates:

- Meeting 1: June 8<sup>th</sup>, 2010
- Meeting 2: June 15<sup>th</sup>, 2010
- Meeting 3: June 22<sup>nd</sup>, 2010
- Meeting 4: June 29<sup>th</sup>, 2010

## Price:

Afl. 710\*,-/person

## Location:

To be announced

Time: 18.30-21.00

## Training includes:

- Ø Instruction by an expert facilitator
- Ø Small interactive classes
- Ø Specialized manual and course materials
- Ø Personalized certificate of completion

## Number of participants:

To have effective participation from all participants, the training insists on a minimum of 8 participants and a maximum of 15 participants.

\*Ask for our group discounts!

