



## **Course Description:**

### **Customer Service**

This course explores customer service and its impact on the organization. Participants will identify the current level of customer service; clarify obstacles to providing customer service and define and commit to a higher level of customer service for both internal and external customers.

#### Course Objectives:

Through activities, case studies, role plays and individual reflection, participants will learn about:

- The benefits of providing customer service
- Process for providing excellent customer service
- Individual styles for providing customer service
- Ways to improve current levels of customer service

### **Course Materials:**

Pre-Course Work Recommended: TTI Insights DISC Assessment  
Customized workbook  
PowerPoint slides