



# Training Logic Inc.

## **CUSTOMER SERVICE TRAINING OPPORTUNITIES**

### **Meeting & Greeting Customers**

In this four-hour session, Training Logic covers four motivational strategies that can put your organization on the road to success.

### **Maintaining Customer Relations**

This session is invaluable to increasing your bottom line by simply gaining a broader understanding of buyer behavior. This four-hour session utilizes a series of class exercises and role plays to help your employees develop stronger skills while serving internal/external customers.

### **Building an Organization on Etiquette**

A large majority of the population remains frustrated with the lack of etiquette displayed to customers as well as fellow employees. This four-hour session explores how the messages you send signal your competence and professionalism. Get an inside peek at techniques that will enhance your selling abilities.

### **Complete Customer Care**

This comprehensive session consists of eight, four-hour modules, each building off the previous module. Training Logic teaches your employees the value of optimizing team skills as well as educating them on how to handle difficult customers.

### **Utilizing Interpersonal Skills**

This four-hour session teaches your employees how to increase the bottom line simply by providing outstanding customer service. Training Logic demonstrates how solid human relations translate into higher customer satisfaction and higher profits for the company.

### **Understanding Customer Perceptions**

Training Logic focuses on techniques to help your employees better understand customer perceptions, defuse hostile situations and manage the angry customer.



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## **Telephone Etiquette**

This four-hour session is a skill-based course designed to help your employees improve their telephone communications and greeting skills. This is a highly interactive session that will help your employees keep greetings simple, yet sincere.

## **Responding Productively to Internal & External Customer Motivations**

Training Logic teaches your employees how to ask the “right” questions as well as interpret answers to better serve your customers. This four-hour session increases your employees’ knowledge and skills through a series of customized case studies.

## **Dealing with the Angry Customer**

Role playing is a vital part of this four-hour session which teaches your employees how to communicate with and manage specific types of difficult customers.

## **Handling Difficult Situations**

This four-hour session is a follow-up to “Dealing with the Angry Customer.” It puts your employees on the path to increasing customer satisfaction which helps to increase your bottom line.

*Training can be customized and delivered to fit our client's needs and work schedules.*

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