



HUMAN RESOURCES CONSULTANTS  
INVESTIGATIONS

# ***On-Demand SERVICE Learning Library Catalog***

*Click on the course title or scroll down to see each course description.*

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## **Service: Building Strong Customer Relations Teams**

This course will help you get to know your customer as you use the tools that are provided to conduct customer audits and listen to customer feedback. There are techniques for developing a customer focus and gaining the commitment of all employees to excellent customer service. A company-wide customer-friendly culture will be just one of the payoffs you'll get from using the methods and approach in this course.

## **Service: Techniques for Dealing with Difficult Customers**

Today's information-age customers are the most informed and demanding shoppers ever. For a service representative, meeting the demands of one of these savvy customers can be a customer service catastrophe! Taking this course will keep you aware of some of the pitfalls, show you how to calm angry customers, and resolve their complaints while keeping your cool.