

## Customer Service:

### \* Send Them Away ... Happy! (Beauty and the Beast Revisited)

What to do? What to say? Do you sometimes wonder about the best way to respond to a customer or fellow-employee concern?

This session dealing with the effective customer service and handling concerns focuses on the need to communicate, both verbally and nonverbally, a desire to be “exceedingly helpful”. We need to hear the concerns of our customers in order to enable us to respond effectively. Learn ways to expand your creativity and options for better meeting the needs of your customers, both the internal and external.

**“I look forward to your seminars. I hope you’re coming again soon!”**

**Marcia Wilson,  
County Manager’s Office, Goldsboro**

### \* Out Front and On Top (You Are The Organization!)

“**Out Front and On Top**” is a workshop designed as a refresher of some of the courtesies that you, as an “out-front” representative want to communicate to the “customer”. Showing consideration, willingness to help, and competence are key elements that all add up to “professionalism”.

Because you are a primary connection between the “customer” and the organization, you and your effectiveness are of critical importance to the organization.

**“Energetic, stimulating, and motivating. Refreshingly invigorating.  
Would recommend to everyone!”**

**Theresa Wilmot, RN, BSN  
Pitt County Memorial Hospital**