How to Create an Effective Customer Service Training Program
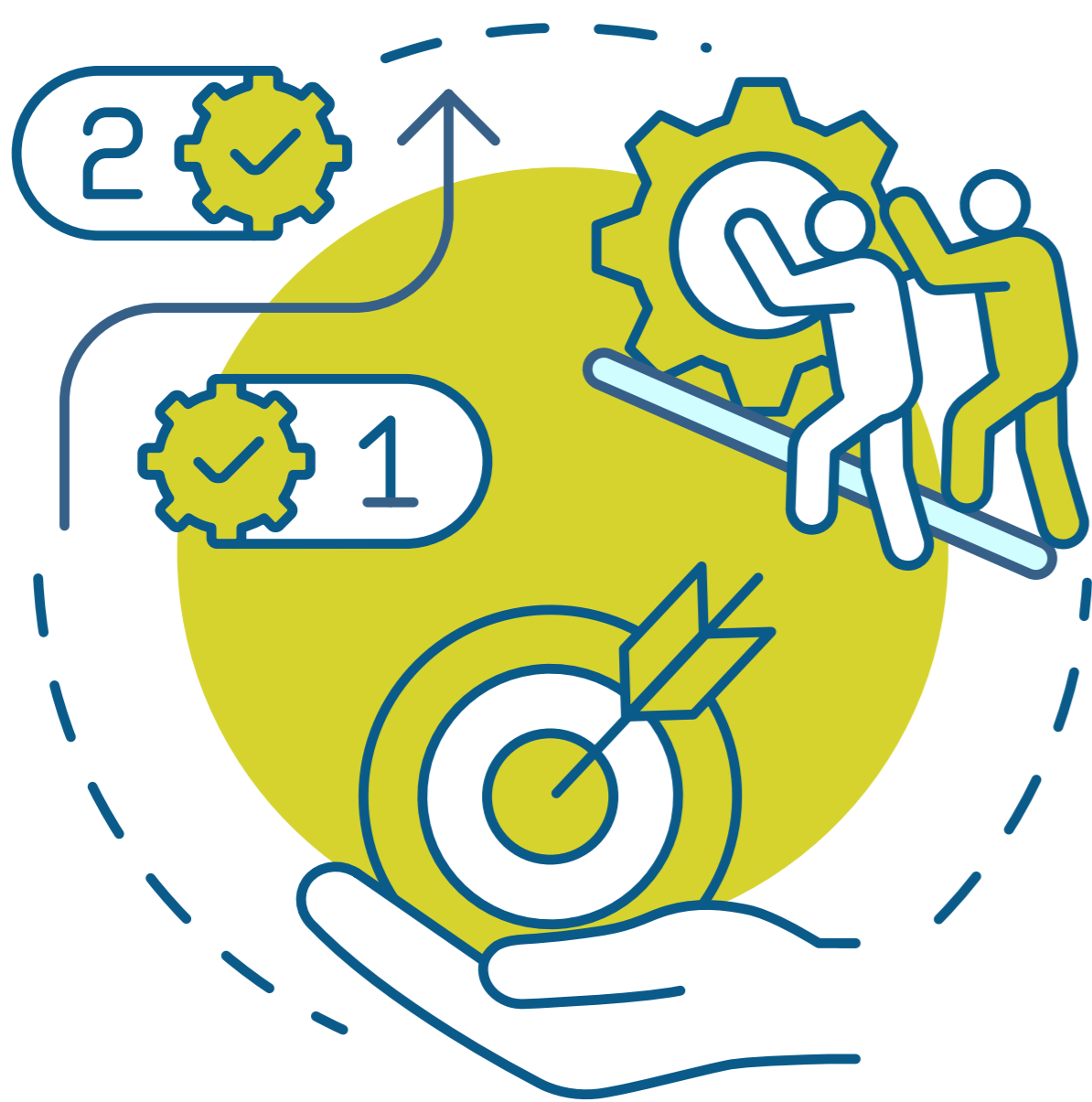
Define Preferred Outcomes

Assess Current Customer Service
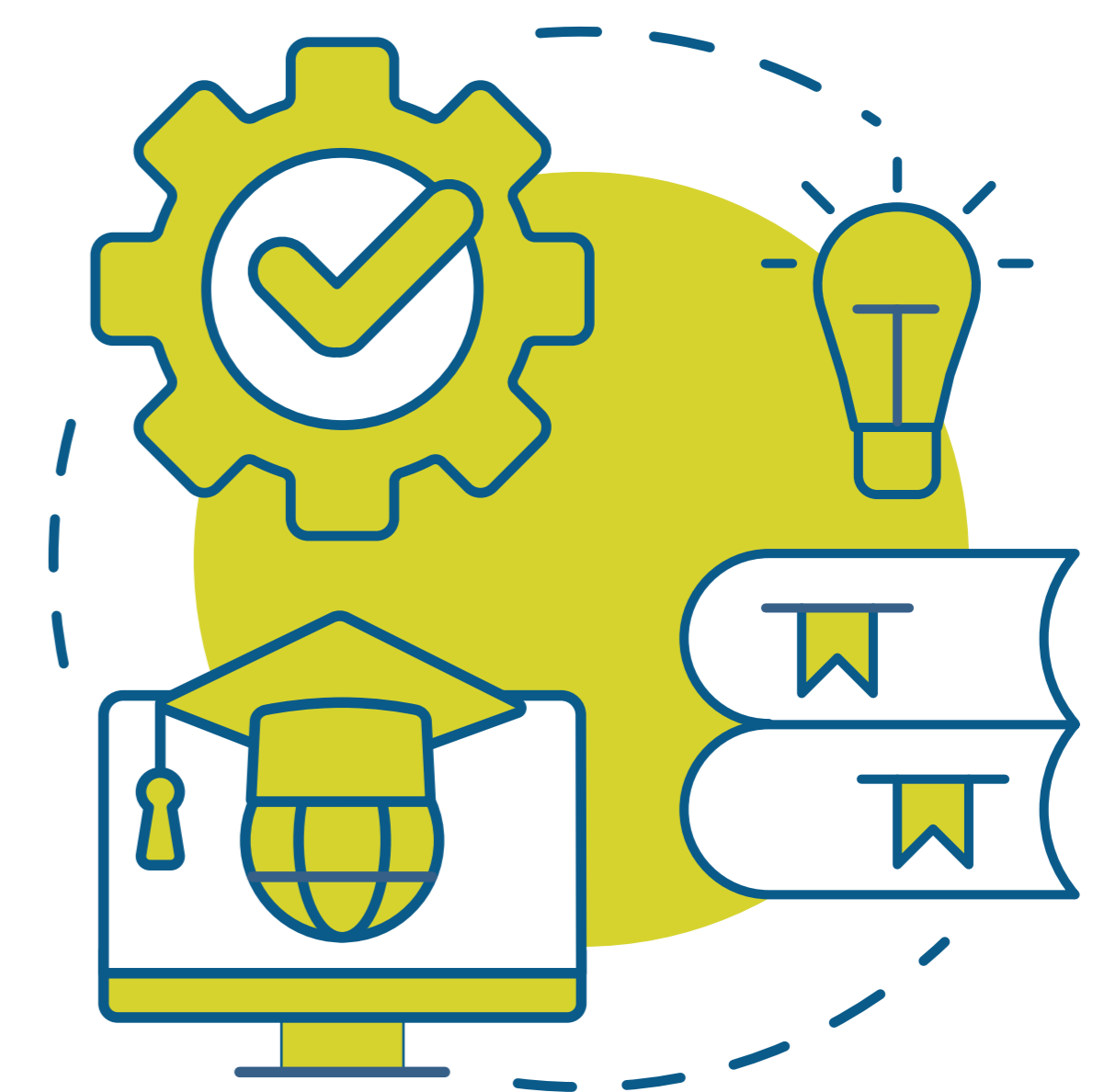
Develop Essential Skills

Incorporate Company Values

Keep Company Guidelines in Mind

The Right Mix

Escalation Procedures

Empower Decision-Making

Acceptable Behavior

And Always... Stay Open to Adjustments!