



**CUSTOMER
SERVICE
ACADEMY OF
JAMAICA LTD.**

Customer Service Strategies for Enhancing Customer Value

Duration: One day

Time: 9am – 4pm

For: Service Providers

PROGRAM OBJECTIVES

At the end of this one-day workshop, participants will return to their workstations with proven strategies designed to enhance customer interface; and an increased understanding of the strategies for teaming up with customers to provide products and services that truly meet their needs.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

Content Domain

Strategies for ensuring an exceptional customer experience

Preparation Strategies

Three Phases of the Customer's Experience

Understanding Features and Benefits of your products

Strategies for Developing and Maintaining Long-Term Customer Relationships

Tel: 876-754-3263

csaj@cwjamaica.com

www.csajonline.com