

# Attitudes for Great Customer Service... Become a Champion for Your Business!

The foundation of creating a customer service culture is understanding expectations, going the extra mile, and being a customer advocate. Applying behaviors of helpfulness, genuine interest, and respect moves customers from hostile or ambivalent toward supportive and enthusiastic.

Successful organizations recognize that customer satisfaction stems from a series of interconnected causes and disciplines, and that customer loyalty drives profitability and growth. In this workshop you will learn how to:

- Assess Customer Service Attitudes; set goals for improvement
- Incorporate the Four Drivers of Customer Service to build customer relationships
- Apply Attitude Control Principles to manage their attitudes
- Use conversational language to keep the interaction low pressure

**Presented by:**

Paul Ariola - Dale Carnegie Eastern Virginia

**Hosted by:**



**Date/Time:** Thursday, June 1, 2017  
10:00am - Noon

**Location:** Island Resort  
4391 Main Street, Chincoteague Island, 23336

**Advanced registration is required!**

**FREE to Chincoteague Chamber Members - \$10 for NON-Chamber Members**  
**CASH ONLY** payment will be accepted at Check In.

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