

Are you ready to **ELEVATE YOUR CUSTOMER SERVICE**? Do you have the **KNOWLEDGE AND TOOLS** to **REACH YOUR GOALS**? **WHAT IS YOUR ROLE** and **WHERE DO YOU BEGIN**?

What people are saying about the **NCWorks Service Keys: Unlocking Excellence** training:

*Loved the concept of creating a "magical moment" for job seekers, also learned the importance of seeking ways to exceed my customers' expectations.*

*Going over the purpose, performance and professionalism made one ask the question, "Am I doing all I can do for the customer?"*

*I learned how to be a better person in regard to listening to what the customer is trying to do and understanding their needs.*

*We discussed different ways to provide excellent customer service and leave the customer feeling that we genuinely care, while assisting them in the area where they need help.*

The **NCWorks Service Keys: Unlocking Excellence** will introduce you to concepts and invoke new ideas to elevate the service you deliver.

In this 3 ½ hour course, you will learn how to:

- ➔ Create special service enhancements customers will share with others
- ➔ The difference between Success versus Excellence
- ➔ Create and use a "secret sauce" for your service delivery



Contact the NCWorks Training Center at [ncwtc@nccommerce.com](mailto:ncwtc@nccommerce.com) or 919-814-0399 to learn more or schedule your session.