



Wowing Your Customer with Exceptional Service

In business, there is only one boss and that is the customer. How do you add the wow factor that will generate referrals and keep them coming back? This workshop provides an overview on how to effectively wow your customers in person, online or on the phone. It will reinforce behaviors you are currently using and provide new approaches to take your service to the next level. If you are managing a team, this workshop will provide new ways to help train your staff. If you are a direct customer service provider, you will learn how to be the star of your business.

During this course we will:

- Define Customer Service and Understand the Higher Expectations Today
- Create Positive First Impressions
- Use Proven Customer Service Language
- Develop Active Listening Techniques
- Deal with Angry Customers
- Develop a Customer Service Action Plan
- and More!

This will be a very fun, interactive and hands-on course. Questions, examples and group discussions will be an integral part of learning during this session. Worksheets, quick reference guides, an action plan and other resources will be provided to all participants.



Dr. Jill Nilsen has more than 35 years experience working at Eastern Illinois University and was responsible for all of the external outreach to their many customers. She was responsible for marketing, communications, fundraising and building strong alumni relationships. She also is an active volunteer in the regional nonprofit sector having served as board president of the Charleston Area Chamber of Commerce, Excellence in Education Foundation for Charleston, Sarah Bush Lincoln Health Center Board, and the Coalition Against Domestic Violence. Jill and her husband Hank reside in Charleston.

Wednesday, April 1, 2015

1-5 pm

Lifespan Center, 11021 E. Co. Rd. 800N, Mattoon, IL

\$149 (\$129 for nonprofits or as part of the Growing Leaders Series)

Register Online at www.dauconsultingservices.com

For more info, contact [Jeanne Dau](mailto:Jeanne.Dau) at:

(217) 549-2564 or at daucsonstulting@gmail.com

A PART OF THE
**GROWING LEADERS
MANAGEMENT SERIES**

