

Proactive Customer Service Skills for the Logistics Industry

Is Your Team Creating a Positive Customer Experience?

In today's competitive logistics marketplace the difference between a retained or lost customer often depends on their experience with your customer service team. This fully customized webinar series teaches customer service reps in the logistics industry the skills they need to create a positive customer experience, in order to maintain and grow existing business. After participation in the webinars your team will be able to:

- Add a personal touch to the customer experience
- Proactively manage service failures and difficult customers
- Leverage their relationships to maintain and grow business
- Facilitate effective external and internal communication

Put the Focus on Your Customers

Customers are the life blood of your organization, but unfortunately, they aren't always treated that way. After maximum effort to obtain customers – minimal effort is given to retaining them. In this competitive environment, don't give your customers a reason to switch to a competitor due to a poor customer experience. Build stronger business relationships with your customers by:

- Focusing on their business and definition of success
- Becoming a customer advocate and taking ownership
- Handling their issues and concerns with a sense of urgency

Yes, Your Customers Are Talking— on Yelp, Twitter, LinkedIn

What do you want your customers to say about their experience—on Yelp, Twitter, LinkedIn? Differentiate your organization and add value to your customers by providing quality customer service that consistently meets their expectations. This program is facilitated in a monthly webinar format that is customized around an initial team survey, with an in-depth assessment of your current best practices and perceived weaknesses. We'll tailor a program that immediately helps you to retain customer relationships and grow your business—through proactive customer service.



Training solutions for the transportation industry

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Webinar Topics

- Handling Difficult Customers—
Delivering Bad News
- Adding a Personal Signature
to Your Service
- Building Trust and Credibility
- Cross-Selling and Up-Selling
- Consistency in External
Communications
- Effective Internal
Communication
- Making the Case for
Customer Service
- Personal vs. Business
Relationships

