

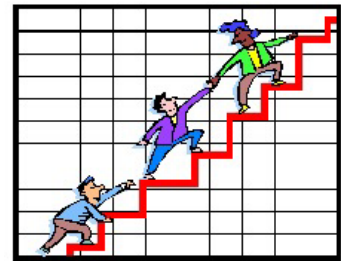
# Delightful Customer Service

## Paramount to Long-Term Success & Profitability

The **Delightful Customer Service Program** develops and builds key skills necessary to become a dynamic positive and successful customer service professional. You will gain insight on your customer's behavior, learn how to meet customer expectations and increase your bottom-line. Customer service is the foundation of your organization's success, profits and the key to becoming number one.

### Key Benefits

- Access and develop your listening attitude
- Understand how your customers want to be treated
- Define what your customers need and want
- Identify the surprising opportunity in customers' complaints
- Discover how to manage your customers' expectations
- Learn the four A's to defuse anger and calm upset customers
- Understand the seven keys to delightful customer service
- Create more satisfied customers and less employee turnover



### How Others Have Benefited

"With your help we built a customer service group that is a leader in the hospitality industry."  
- ITT Sheraton

"The training has provided us with new insights, new energy and a fresh commitment to reaching team goals." - Texas Department of Health

Ellen A. Miller, founder of TEAM Performance, serves her clients by maximizing individual and team bottom-line performance through breakthrough communications. She utilizes her skills as a communications coach, national trainer, consultant, speaker and author to produce amazing results for her clients. Ellen has worked with 3M, EMA, IRS, Supportkids.com, Abbott Laboratories, Trimble Navigation and numerous other companies. She is the author of "Make It A Big Day."

**T**ogether **E**veryone **A**chieves **M**omentum



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