

## **Customer Service Training Units:**

- ✓ Greeting Customers
- ✓ Determining Customer Needs
- ✓ Effective Communication with Customers
- ✓ Resolving Customer Complaints
- ✓ Following Through on Commitments to Customer
- ✓ Balancing Responsive Phone Service with In-Store Service
- ✓ Creating Customer Loyalty
- ✓ Accommodating Customers with Disabilities
- ✓ Informing Customer of Additional Services
- ✓ Referring Customer to Other Departments or Stores