



Excellence in Customer Service

"The seminar was excellent, enjoyable and masterful. It totally shifted our perspective and revolutionized the way we relate to ourselves, our co-workers, families and especially our customers. It is not only about what we do but more profoundly about who we are and who we are being. It was extraordinary."
Paula Edwards Kingston Wharves Ltd.

The New Paradigm of Time Management

The Program

- 1 Paradigm Shift.
- 2 Distinguishing a Paradigm of Excellence.
- 3 Create a Vision.
- 4 Reliability.
- 5 Responsiveness.
- 6 External & Internal Customers.
- 7 Deadly Sins of Customer Service.
- 8 Integrity.
- 9 Listening.
- 10 Love, Trust & Forgiveness.
- 11 The Human Mind.
- 12 Consciousness.
- 13 Responsibility.
- 14 Gratitude.
- 15 Techniques to release stress and tension.
- 16 Celebration.

"IT'S NOT ENOUGH ANYMORE TO MERELY SATISFY THE CUSTOMER, CUSTOMERS MUST BE DELIGHTED AND SURPRISED BY HAVING THEIR NEEDS NOT JUST MET, BUT EXCEEDED."

The Challenge

Success in business today requires highly motivated, personally responsible, pleasing, friendly and affable Customer Service representatives, working together for maximum results.

The Opportunity

Corporate success today is definitely dependent on a world-class, customer service team. By fielding the best-trained, most highly skilled customer service representatives a company control it destiny and surpass it's goals.

The Potential

This state-of-the-art training program, custom-tailored to your specific organization, will give your customer service team powerful tools, techniques and methodologies that will enable them to surpass your expectations.

The Benefits

- Create a world-class customer service team.
- More effective, efficiency and productive team members.
- People feel better about themselves and this transfers to the customer.
- Better understanding about the principles of service.
- Greater acceptance of personal responsibility and integrity.
- A greater sense of control and personal power.
- Superior problem solving and decision making skills.
- Improved communication and teamwork.
- Participants emerge more positive, and confident.

The Trainer

Courtney A. Kazembe is a leader in the techniques of leadership, transformational technology, human development and empowerment training. His presentations are high energy, motivational, with unusually high content. The results are impressive, and in all cases, produce bottom-line results. Courtney's presentations motivate people, increase productivity and sales volume as well as enrich and enlighten.

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