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Dare Dreamers Premier Customer Service Development Process

What do you want your customers to say about your business? Do all your employees deal with your customers the way you would?

Nothing is more important to building a successful business than providing customers with what THEY want. Did you know that most customers don't even tell you what they really want? Dare Dreamers Premier Customer Service Development Program goes beyond teaching principles. This is not a class--it is an eight week group and individual coaching process that develops your customer service process and your employees in a way that insures that your standards are met on every interaction. In addition to skill building through discussion, role playing, and group problem solving, program members create personal action plans that allow them to set and achieve goals, fostering growth and self management skills.

What You Get

Six 2-hour sessions (described below) take you through all aspects of customer service and introduce you to basic sales principles that every customer service representative should know. Follow up group or individual coaching is available upon request. Two 30-minute individual coaching sessions and e-mail and telephone access to your group coach are included in your tuition for this comprehensive course.

Customer Service Certificate Awarded

Upon completing the Premier Customer Service Development Process, each participant will receive a certificate of completion as recognition of their improving skills.



What to Expect

More! You can expect more from employees who complete this course. More motivation, more customer focus, more engagement in their work! You can also expect more satisfied customers, fewer cancellations, more referrals, and more smiles!

Just look at what we cover in just six 2-hour sessions:

Session One: Kick off--The Power of Self Awareness

- Individual profile debrief*
- Understanding your personal strengths and challenges in dealing with customers
- Personal goals for the series of classes

*You will increase your awareness of your personal strengths and opportunities by taking an online profile before class and debriefing it with your facilitator/coach during this initial session.

Session Two: Beyond Customer Service

- What Does a Customer Really Want?
- What Does Customer Service Really Mean?
- Your Role in the Company's Success
- Understanding Human Behavior
- Feeling Good About Yourself
- Action Plan for Session Two

Session Three: The Power of Goal Setting

- Why Set Goals?
- The Benefits
- Be Persistent
- The Art of Satisfying Customers
- Being a Team Player
- Cultivating Customer Loyalty
- Action Plan for Session Three

Session Four: Communication

- Becoming a More Effective Communicator
- The Art of Listening/ Active Listening Skills
- Going the Extra Mile
- Improving Your Telephone Skills
- Handling Complaints and Difficult Situations
- Action Plan for Session Four

Session Five: Customer Service-- the Competitive Advantage

- Developing a Positive Self Image
- Developing a Positive Company Image'
- Estimating Your quality of Service
- Becoming an Excellent Service Provider
- Customer Service is for Everyone
- Action Plan for Session Five

Session Six: Sales Skills for Customer Service Representatives

- Customer Needs as Sales Opportunities
- Servant Salesmanship--Let the Customer Sell Herself
- Communicating Your Unique Value Proposition
- Action Plan for Session Six