



## RELATIONAL LEADERSHIP: customer service

# EXTRAORDINARY CUSTOMER SERVICE

### ONLINE LEARNING

As the pressure increases to keep citizens happy and local business growing and thriving, it is more important than ever that local government employees know how to deliver customer service at the highest level. Extraordinary Customer Service is designed to give the participants a broad overview of customer service and addresses dealing with both internal and external customers. This class instructs participants on topics including making great first impressions, professional phone etiquette, being respectful and responsive to customer needs, and interacting with difficult customers.

**Takes approximately one hour to complete and qualifies for nationally accredited CEUs.**

