

Customer Service for Printing Specialists

This fast-paced two-day course for government printing specialists will deal with customer service as it specifically applies to providing government printing services. Through lecture, videos, role playing and class interaction, attendees will gain insight and knowledge into providing better customer service in a government environment. Topics include:

- The 7 Building Blocks for Superior Customer Service.
- Interviewing and Listening to Customers.
- Better Customer Service through Enlightened Customers.
- Being Pro-Active: Teaching Your Customers about Printing Requirements, Deadlines, and their Responsibilities.
- What Are Your Customers' Expectations and Hot Buttons?
- Its All In How You Say it, and How You Ask Questions.
- Saying No, Period, Exclamation Mark, or/and Providing Options.
- What to do When the Job Goes Wrong; Dealing with Irate Customers.
- Superior Trade Craft Makes Happy Customers; Quality Assurance and
- Speedy Turn-around.