



## Experts

1. Kantola .

### ART of Customer Service

Product Id (062859)

🕒 20m 23s | 📁 Personal Productivity | 📦 1 module(s) | 📶 All

Excellence in customer service boils down to three basic ideas: give customers the attention they want, the respect they deserve, and the time to answer their questions and take care of their needs. This newly revised customer service video uses humorous scenes mixed in with first-person responses to tell viewers what customers really want. It seems so simple, yet today's customers generally feel that service has gotten worse. Use this customer service video to bring the message home to your employees and make it stick: customer service is an ART.

A Certificate of Completion can be earned by scoring 80% or better on all Post-Assessments. A Badge can be earned by scoring 90% or better on all Post-Assessments.

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