

## CUSTOMER SERVICE IN THE "NEW WORLD"

Jean Steel, M.S.

It's time for a REFRESH!

So much of our world had gone virtual nearly a year and a half ago - can you believe it??

And in that time, we've had to adapt, learn, and grow whether we were ready to or not. We've proven to ourselves that we can handle change and be resilient in even the toughest of situations! Now, as most businesses have reopened and we're yet again adapting to a hybrid virtual and in-person world, it's time to brush up on our interpersonal customer service skills.

What makes customer service so important? It can truly set your business apart from your competitors making the same transition. Great customer service is one of the most memorable parts of business and can make all the difference in whether your customers will return. So let's refresh with a virtual class that will put your customer service on top!

### Topics discussed:

- Nonverbal communication
- Dealing with difficult people
- Psychology of waiting
- Trust & assurance with COVID-19 safety
- Tangibles
- Set yourself apart
- First impressions
- Attitude



"Jean has inspired our team to find new ways to 'Love our Mondays' and provide amazing customer service to the public. Her spirit and positive outlook is both encouraging and infectious, we left her training feeling inspired, refreshed and re-motivated to give 100%."

- Nicola Morais, Application Systems Specialist - EnerGov for the City of San Louis Obispo

"If you are thinking of bringing Jean on to assist your organization with customer service or engaging your workforce training - don't wait. Her down-to-earth, pragmatic approach to giving and receiving great customer service speaks to employees at all levels of an organization."

- Karen Diemer, City Manager at City of Arcata

2-HOUR SESSION PRICE: **\$229 for 10 people**

### DATES

Wednesday, Aug. 18 from 9:30 - 11:30 a.m. OR 1:30 - 3:30 p.m.

Wednesday, Oct. 19 from 9:30 - 11:30 a.m. OR 1:30 - 3:30 p.m.

Please note: This is a virtual session and space is limited.

To register, contact **Jenny Molinar**  
at [jenny@happypeoplewin.com](mailto:jenny@happypeoplewin.com) | 805.305.0279.