The Language of Customer Service: What to Say and How to Say It



How many times have we heard it's not what you say, it's how you say it? The same words take on a completely different feel when said with care, kindness, and conviction.

While customer service agents need to adhere to certain parameters from when speaking to customers, putting their own spin on what they say helps customers feel their authenticity and as if they are not reading from a canned script.

But it's not easy turning the boring into the remarkable. Communication is an art and good communication is a science. The ability to provide information to customers in a clear, concise, and friendly style will ensure positive feelings when talking to customers, leading to better results for all parties.



During this interactive seminar, Sandy Sloane, CEO of Solutions by Sloane will share her knowledge from her three decades of major market experience and a lifetime of countless global relationships, to help your team learn the ins and outs of communication to turn every interaction into a positive one.

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