

Customer Experience vs. Customer Service



Do you know the difference between customer service and customer experience? If you're serious about staying in business and keeping your customers and your workers happy, then you better know the difference!

But what exactly is customer experience? How does it differ from customer service? And to what extent should you be focused on or concerned about it?

Ask yourself the following questions:

- How did your customers find out about you?**
- Why do they return to your business?**
- What do they think about you and your business?**
- What differences do your workers make in their lives?**
- Is your team focused on the common good of your company or organization?**

If you don't know the answers to these questions, this seminar is for you and your staff!

The differences between customer service and customer experience can be game changers for businesses to differentiate themselves from their competitors.

This workshop will teach you the most important aspects of creating a customer experience-centric organization. You'll leave with practical, easy to follow tips and learn how to build future relationships and referrals.

Taught by Sandy Sloane, CEO of *Solutions by Sloane* Sandy's workshops have been presented to large telecom companies, small businesses, wealth management firms, universities, chambers of commerce, and non-profit organizations.



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