

MANAGING WITH A CUSTOMER FOCUS

Component Description	Objectives
<ul style="list-style-type: none">◆ Understanding Customer Service◆ Determining Your Customer's Needs◆ Developing Service Solutions◆ Managing With A Customer Focus◆ Implementing Service Quality Systems	<p>By the end of this session, participants will be able to:</p> <ul style="list-style-type: none">– explain customer service concepts and their importance– assess customer's needs– develop service solutions– describe management's and front line staff's customer service response– design and implement service quality initiatives

