

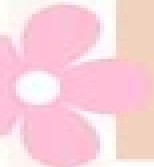


CUSTOMER SERVICE TRAINING TOPICS



1. PRODUCT DEMONSTRATION

2. LISTENING TO CUSTOMERS



3. CULTIVATING EMPATHY

4. IMPROVING COMMUNICATION

5. EXPANDING KNOWLEDGE



Ideas For Customer Service Training

Art Weinstein,D. Hank Ellison



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