# Overcoming Customer Service Challenges Through Innovation and Excellence

The success and longevity of any business is largely dependent on the quality of its customer service. In today's business environment, customer service has become one of the critical differentiators. Quality customer service gives businesses the competitive advantage that is needed to survive in this tough environment. Unfortunately, many companies, businesses and government institutions are woefully lacking in this area.

This Training Session will provide hands on, innovative and ground-breaking training on customer service skills, building their loyalty, creating effective first impressions and managing customer expectations. Participants will also garner knowledge in knowing how to deliver superior customer service, thus, increasing customer satisfaction and also how to handle stressful customers more efficiently. This will change your customers' view of your business and surely improve your bottom line.

**This Training Session will take place on January 27th, 2016 and will run for three (3) hours from 5:00pm – 8:00pm at Antigua & Barbuda Hospitality Training Institute (ABHTI) at Dutchman's Bay, Coolidge. Cost for this training is EC$225.00. Certificates will be awarded upon completion of the Session. Training materials and snacks will be provided to participants.**

***Register Now!!!!***

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