

City of



## Customer-Driven Service

These two-hour workshops are unique in that they examine Customer Service from two different perspectives: from that of the employees who are working directly with customers and from the supervisors and managers who are leading those customer-focused teams. Both sets of participants will learn how to evaluate their approach toward customer service and their attitudes toward customers, meet and exceed their customers' expectations for service, set goals of 100% customer satisfaction, and turn customer feedback into growth opportunities.

### Customer-Driven Service for Employees:

The schedule for 2011 is:

- Tuesday, January 25 from 2 pm – 4 pm
- Wednesday, July 6 from 9 am – 11 am

### Customer-Driven Service for Managers:

- Available by request.

#### **Organization Development & Training Division**

Our mission is to constantly build organizational effectiveness by providing the material and conceptual resources needed to improve performance and enhance the quality of work life. We are committed to the continuous growth and development of our people.