

# Mastering the Art of Customer Service; 4 Principles on Exceeding Your Customers Expectations

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The program designed to help you exceed with your customer service skills. Today's customers are expecting your very best effort, and are not willing to accept nothing less! This program will focus on 4 key principles in helping you exceed your customer's expectations daily.

Larry will share over 23 years of management, sales and training expertise with you in the area of leadership and serving, to help you achieve greater customer loyalty, and a stronger customer base built through credibility and trust.

## *4 Key Principles on Exceeding Your Customers Expectations:*

**L = Listening Aggressively**

**O = Observing Your Customers Actions**

**V = Validating Your Customers Needs**

**E = Encouraging Your Customers**

**Mr. Enthusiasm**



*Larry S. Cockerel*

For information on how Larry can help your people maximize their potential, please visit the Success4u Link: [www.unlimitedsuccess4u.com](http://www.unlimitedsuccess4u.com) "My mission is your success"<sup>TM</sup>