



### Customer Service Training

Customers are the life-support of a business. Therefore, providing excellent customer service is critical to the survival of an organization. Customers have high expectations and in order to exceed these expectations, you must satisfy the customer's needs. Customer satisfaction is the ultimate goal of everyone in an organization and JM Speaker LLC. Has just what you need.

We can empower your staff and teach them customer service skills that are guaranteed to please your customers. Participants will gain insight by examining customer's behavior and learn effective measurements necessary to create "customer loyalty."

To develop, maintain, and expand business, this workshop teaches a complex array of client need driven behavior, which is practiced and critiqued in three videotaped exercises.

On-site Training: can be tailored to the needs of clients/organization and delivered on-site at the time and location of client's choice.

- Learn and practice handling difficult objections
- Shorten the sales cycle for first time callers
- Gain valuable insights into client concerns
- Resolve incoming call complaints
- Learn to be proactive rather than reactive
- Learn to show empathy
- Gain approval from unhappy clients
- Work as a team when dealing with customer concerns
- Effective communication skills

### Inspirational and motivational as well as skills-based

Our customer service skills training programs are known for their high energy, intense practice, and positive focus on participant success.

Participants rave about the customer service training programs and consistently evaluate them as their most effective and practical training experience, as well as the most fun and motivating.

### Who We Are

JM Speaker LLC. Is a National Training company that provides innovative, training at a low cost. We have certified trainers and speakers that are members of the National Speakers Association (NSA)

Our mission is to help our clients create a customer-focused culture that values customer experiences.

JM Speaker, LLC.  
Website: [www.jmspeaker.com](http://www.jmspeaker.com)  
E-mail: [info@jmspeaker.com](mailto:info@jmspeaker.com)



Member of the National  
Speakers Association