Available for Check Out in our Pacific Library.

There is no better training investment than improving the quality of your customer service. This series is one of a kind, an entertaining and interactive training program created to prepare customer service professionals with the core skills needed to identify and satisfy customers—every day!

Through The Customer’s Eyes is divided into six interactive CD-ROM modules that address key competency areas and core skills needed to become expertly skilled in customer service, including:

- Why Customer Service Matters,
- What Customers Want,
- Essential Customer Service Skills,
- Handling Complaints,
- Dealing With Angry People,

The training contained in this program applies to all businesses and every job level.