

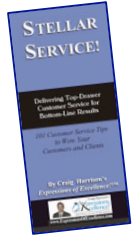
Craig Harrison's Popular Service Presentations



Inspiring Stellar Sales and Service Leadership



• Speaker • Trainer
• Consultant



Stellar Service!

101 Top Drawer Tips for Bottom Line Success

In a competitive marketplace let your service differentiate you from the rest and build customers for life. Excerpted from Craig's book *STELLAR SERVICE!*, this program teaches techniques for in-person, telephone and Internet service, including dealing with difficult customers successfully.



Hello, And Thank You For Calling!

Delivering great customer service over the telephone means more than answering the phone on the first ring, or being polite and courteous to callers. **Great phone support** means managing yourself, your caller, the equipment and the process, so as to resolve problems, retain customers and strengthen relationships. Welcome to THE VOICE OF CUSTOMER SERVICE.



Turning Customer Service Inside Out!

While your focus is on serving external customers, how well are you serving the needs of your **internal customers**? It all starts within your organization. Learn how effective internal communication between departments, teamwork and recognition send a consistent message all affect your company's ability to serve all its customers!



Handling Difficult Questions & Questioners

Learn proven strategies to respond to hostile questions, hostile questioners and volatile situations you will inevitably encounter. Gain confidence in impromptu speaking situations, learn to pre-empt difficult questions and discover ways to finesse your question and questioner to win-wins.

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