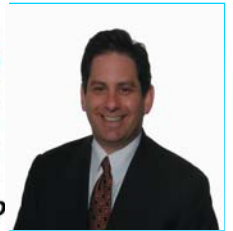


Craig
Harrison's
Popular
Presentations



• Speaker • Trainer
• Consultant



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.



Paying Attention to Retention

Congratulations...you've got customers, yet for how long? Nobody likes to be taken for granted. Others covet your customers and are vying for their patronage even as you read this. Retain your client base as you build brand loyalty, up-sell, cross-sell and provide lifetime value for hard-earned customers.

**3151 Eton
Avenue
Suite 102
Berkeley, CA
94705
USA**

**Direct:
(510) 547-0664**

**FAX:
(888) 450-0664**

**Excellence@
craigspeaks.com**

**ExpressionsOf
Excellence.com**



**Past President
International
Customer Service
Association
for the SF Bay Area
&
Silicon Valley**



**Past
President
National
Speakers
Association,
Northern California
Chapter**