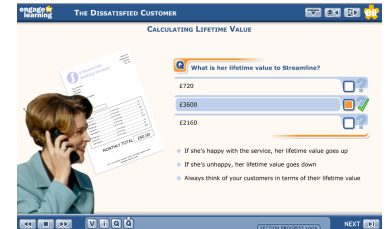# me learning
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Customer Service Essentials

Introduction

Do you know the difference between good and outstanding customer service? Are you able to assess the long-term value of your customers? Learn how to evaluate the true impact of poor and good customer service on your customers and your organisation.

Audience

All customer facing employees

Objectives

- Understand the impact of poor customer service on business and public sector organisations
- Understand the benefits to you of providing outstanding customer service
- Be able to identify your connection to the organisation's customers

Modules

This course contains the following modules:

Module name

Customer Service Essentials

Content

Here are a few topics covered in this course:

- Keys to outstanding customer service
- How to assess long term value of a customer
- Understand the impact of customer service

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