

Customer Service is More Than Smiling!



Wednesday, April 7, 2010
9:30am – 12:30pm
MLS Chicago

Presenter: Daniel Wiseman
Wiseman Consulting & Training, Inc.

Registration

Minimum: 12, register by March 22, 2010

Fee: \$45

Location: 224 S. Michigan Ave, Suite 680

- Where do we see good service? What does it look like?
- What is our brand? Do we have an image? Do we need a brand?
- Why is service excellence important? What are the key skills, policies, processes, and practices that lead to service excellence?
- What do we do with unruly or difficult customers? Did we create some of these people? What do we do if we make a mistake (god forbid)?
- All customers are not equal? What do different groups expect from the library?
- What processes for delivering service need review? How do we communicate with our customer? What are the good and the bad aspects of digital communication? How do we stay in touch?
- What next steps do we need to take?

Metropolitan
Library
System

Register:

- > online at www.mls.lib.il.us/calendar.
- > by faxing this registration form to (630) 734-5050, attn: Yvonne Riley
- > by email to rileyY@mls.lib.il.us specifying your name, library, title of event, and event date.
- > If you need an accommodation for a disability, please contact Yvonne Riley at least five working days prior to the event at (630) 734-5118.
- > Forty Eight (48) hours notice for cancellations.
- > Questions and concerns please contact Yvonne Riley.
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Event #7082

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224 South Michigan Ave, Suite 680
Chicago, IL 60604
(630) 734-5000

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