

# Customer Service

**Identifying Key Steps Of Service And Learning Soft Skills Used To Implement A Variety Of Methods To Provide Exceptional Customer Service.**

**Instructor: Chef Ali Russell**

**Duration: 5 Days**

**Time: 9 am to 12 pm**

**Price: \$ 600 BZ – lunch is not included.**

**PREREQUISITES APPLY.**

## Course Outline

**Students will use practical activities and exercises to instill beneficial customer service habits.**

**Students will understand the importance of having an excellent knowledge of proper service procedures as well as familiarity with their workplace.**

**Students will learn to use appropriate body language, tone of voice, and choice of wording. Students will study and understand the many soft skills that create an excellent customer service representative, and ways to practice these skills on a daily basis.**

**Students will discuss and understand the different working styles of customer service and their advantages and disadvantages.**

**Students will improve their conflict resolution skills by participating and applying their knowledge in various customer service scenarios.**

**Students will discuss current customer service standards and how they can be improved upon.**

**Students will review the importance of responsible alcohol service, how to keep themselves and their guests safe, and how to recognize and handle a customer who has been over served.**

**Students will gain valuable insight from certified and experienced instructors that will impact their future career in a beneficial way.**



You Make Drinks, We Make Bartenders



Contact (501) 662-2616