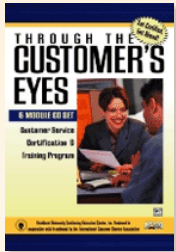


THROUGH THE CUSTOMER'S EYES

SELF-PACED, INTERACTIVE TRAINING AND CERTIFICATION FOR CUSTOMER SERVICE PROFESSIONALS



The skill and professionalism of your staff can mean the difference between keeping customers for life or losing their business forever. That's why the International Customer Service Association (ICSA) joined with National Seminars Training to develop and produce this unique, highly interactive training and certification program, *Through the Customer's Eyes*.

What makes this program unique:

- The online, interactive training format is perfect for self-paced, individual training, or you can use the online components for your group presentations
- Each module is filled with specific learning objectives taught with exercises, activities and practice exams. Train your team individually or as a group—it's your choice.
- Created for real-world situations, this program features six dynamic modules to help develop and polish core customer service skills

Module 1 • Why Customer Service Matters

Module 2 • What Customers Want

Module 3 • Essential Customer Skills, Part 1

Module 4 • Essential Customer Skills, Part 2

Module 5 • Handling Complaints and Dealing With Angry People

Module 6 • Customer Service as a Strategic Marketing Tool and Teams

Why Certification?

Objective tools are an essential component for a fair and equitable assessment of employee skills and learning. Each module contains a sample exam to measure your employee's retention of the material.

Online testing is the final step to formally assess and demonstrate that your associates are Customer Service Certified. After successfully completing the six exams, each associate will receive a suitable-for-framing Certificate of Completion.

Certify one or 1000 and gain the peace of mind that comes from knowing you have a highly trained and certified employee dealing with your most precious asset—your customers! Visit www.icsa.com/certification for more information about the program.



International Customer Service Association
36 Country Drive North
Staten Island, NY 10314
888.900.8503 | Email: Lisa@icsatoday.org

With a one-time setup fee and a low-cost individual license fee that provides employees with access to the online content and online certification testing, training your employees couldn't be easier and more affordable!

PRICING

One-time setup fee	\$345.00
Per-person user fee (1 – 100 users)	\$30.00 per user

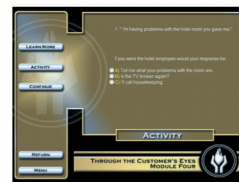
Need to certify more than 100 people? Contact Jamie for volume discounted pricing.



Features real-world examples



Highly interactive format for self-paced learning



Online testing for certification

Place your order with Jamie Reisinger
913.236.0759 • jlreisinger@natsem.com

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