



Child Care Lounge



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EXCELLENCE IN CHILD CARE CUSTOMER SERVICE ONLINE CLASS (2 clock hours)

CLASS DESCRIPTION: Customer service is not a one-time event but on an ongoing process. There are three main phases of customer service. This course will look at each phase independently, as well as how to meet customer needs while maintaining customer loyalty and satisfaction.

LEARNING OBJECTIVES: As a result of this training, participants will be able to:

- Demonstrate appropriate ways to respond to potential customers
- Design a survey to improve customer satisfaction
- Identify customer expectations
- Describe how to respond to an unhappy customer

WHAT OTHERS ARE SAYING:

The Customer Service Golden Rules were interesting and were worthwhile to discuss with the other staff members.

– Paulette B., PA

I loved the quotes...I even copied some down as a motivator to read each day. The rules and steps of customer service are very important.

– Garland L., AL

Knowing my role as a childcare provider and understanding the parents' expectations of me and my facility were extremely useful.

– Geraldine H., GA

The specific phrasing examples that were provided in the reflective listening document, as well as the statistics on retention vs. recruitment of customers, were insightful.

– Donna C., SC