



## CUSTOMER SERVICE EXCELLENCE WORKSHOP FOR FLOORING PROFESSIONALS

### WHO SHOULD TAKE THIS CLASS?

FRONT-LINE CUSTOMER SERVICE REPS, MANAGERS AND EXECUTIVES, SALES PROFESSIONALS, INSTALLATION CREWS, ONLINE SUPPORT, CUSTOMER SUPPORT MANAGERS, TECHNICAL SUPPORT, WAREHOUSE MANAGERS, MAINTENANCE INSPECTORS, PRE-FLOORING HOME INSPECTORS

#### • **Course Objectives:**

- Best practices, and customer service skills.
- Effective communication.
- Problem solving, dealing with stress.
- Negotiating skills, handling difficult customers.
- Understanding key performance indicators (KPIs).
- Monitoring and improving service quality.
- Carpet repair, stain, and spot removal, introducing the latest technology and industry tools.
- Troubleshooting carpet flooring problems and techniques for repairs.

#### • **Learning Material**

- Violand Technical Manual.
- Floorcovering Basics.
- Red Hot Customer Service.
- Video demonstrations.
- Zoom communication platform.

#### • **Assessment Methods:**

- Quizzes and exams.
- Self-assessment.
- Feedback on the course for effectiveness.

#### • **Certificate**

- For students successfully completing the course.

#### • **Documentation:**

- Keep records of course materials, student work, and assessments for future reference and to demonstrate the course's effectiveness.

#### • **Feedback and Evaluation from students to improve.**

- Evaluate the course's success in meeting its objectives.
- Continuously gather feedback from students to improve the course.