



Instructor: Kristina M.

## QUALITY SERVICE

Course #: C1045L

Passumpsic Bank, 81 Meadow Street, Littleton, New Hampshire

OCTOBER 8 & 15, 2019

5:30 PM—8:00 PM

### course description

As a service representative, you are expected to handle interactions in the best way possible. The expectations of both your company and your customers hinge on your ability to provide the right service in the right way. In this course, you will explore the background and techniques of quality interactions. This course is part of the Certified Modern Banking Representative.

### Objectives:

- Describe the benefits of customer service, identify internal customers, identify the benefits to you of giving good customers service, and identify how you can help your company to excel.
- Identify the major trends in customer service today and the combination of criteria required for customer satisfaction.

Looking for more details? [Visit our website](#) for detailed course descriptions.

### how to enroll

Enroll online at our website, [CFTEA.org](#) under Business Skills.

### how class works

Course sessions run for two different nights in a live classroom setting. This interactive course allows for sharing best practices and enhancing the customer experience.

### tuition

\$245 per participant for one night of training, assessments, materials and exam.

### withdrawal policy

CFTEA withdrawal policy is outlined within our latest catalog and on our website. Before class begins the enrollment may be transferred to another student with the approval of the student's employer and the CFTEA office.

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