



**FASTER. FRIENDLIER. EASIER.**

## ***Customer Service Training Program “The Art of Exceptional Customer Service”***

***The Art of Exceptional Customer Service*** is a statewide training program for state government frontline employees and their managers.

This program ensures a common approach to the delivery of exceptional customer service across agencies and programs. It is anchored in our five commitments to our customers: **Helpful – Courteous – Accessible - Responsive - Knowledgeable**

***The Art of Exceptional Customer Service*** was developed by the Governor's Office of Customer Service with an advisory team representing multiple state agencies, training experts from Coosa Valley Technical College and the QuickStart program of DTAE. It was piloted with 60 managers and staff from 8 agencies.

The course is designed to be delivered by a live instructor in a classroom setting. It includes a workbook, slides, video, discussion and activities to reinforce learning, engage students and develop skills that apply to their interaction with customers.

The course can be delivered as five individual 1/2 day modules or taught consecutively as a 2&1/2 day course or any combination of these to suit work schedules. The Train-the-Trainer is a 5 day course.

Each session focuses on a separate area of customer service. Examples and practice focus on live customer service and call handling best practices. Topics include:

- ***The service culture***
- ***Understanding customers***
- ***Effective communication***
- ***Exceeding customer expectations***
- ***Problem solving and service recovery***
- ***Leading a customer service organization (managers version)***

**Please visit [www.georgialeadership.org](http://www.georgialeadership.org)  
click the management link under courses for training dates and registration forms**

Your agency can join this effort to provide a common approach to the delivery of customer service in every program of state government by:

- Enrolling agency trainers in OCS-sponsored Train the Trainer courses
- Enrolling employees in State Personnel Administration (SPA) open courses, or
- Arranging for SPA facilitators (additional costs apply)

### **For more information contact:**

#### **Train The Trainer and General Information**

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#### **Open Courses and SPA Facilitators**

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