

EFFECTIVE CUSTOMER SOLUTIONS TO BUILD YOUR BRAND

Businesses can grow revenues between 4%- 8% above their market when they prioritize better customer service experiences.

With 3 out of 5 customers leaving your business after just one bad experience, now is the time to invest in your customer experience.

WHO is this program designed for

- Customer service representatives who want to level up their impact on clients
- Customer facing team members who can expand sales opportunities
- Team members who have touch points with clients who can contribute to a consistent experience

PROGRAM BENEFITS FOR:

ORGANIZATIONS

- ✓ Create a consistent client experience
- ✓ Maximized sales opportunities
- ✓ Equip team with tools to avoid burnout

EMPLOYEES

- ✓ Learn tools to make an impact with clients
- ✓ Build confidence in taking control of customer interactions
- ✓ Face fewer obstacles and build confidence in your ability to navigate conflict

Module 1

A successful introduction is one of the key parts of the customer service experience. Using goal setting, skill development, and practical tools, participants will learn how to set their client conversations up for success.



Module 2

By making a few tweaks to the overall approach, customer service professionals will meet targets faster and spend less time resolving conflict. Participants will learn how to manage customer experience, handle objections, and create smoother interactions.



Module 3

Participants will gain crucial knowledge to close a customer interaction in the most effective, efficient, and impactful ways. They will learn the right time and the right way to end a call, leading to more positive outcomes for their brand.



Client Testimonials

- ★ "Accessible, Engaging & Thorough"
- ★ "Botree really has a skill in taking people's initial concerns and focusing them down to something workable in terms of solutions or opportunities to grow. Well done"
- ★ "Fun positive and very informative"