CUSTOMER SERVICE TRAINING COURSE

`Go Above & Beyond On Purpose. Your Satisfaction Is Our Mission`

Improve Customer Service for your business, office, retail establishments, schools and churches.

Schedule your class today!

Tel: 201-546-1103
or
TOLL FREE 1-877-9/Markee

Markee `D` Ministries, Inc.
P.O Box 4052 River Edge, NJ 07661
Email: RevMD@markeed.org
Website: www.MarkeeD.org

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Reverend Marcus Debnam has an extensive background in customer service for over 30 years. My slogan for my Customer Service Training Course is, "Go Above and Beyond on Purpose, Your Satisfaction is our Mission". I believe everyone should treat others the way they would want to be treated and that most of the time, it's not WHAT you say, but HOW you say it, when working and dealing with people in the public arena. I believe that the CUSTOMER and the EMPLOYER & EMPLOYEE should have a respectable and responsible part in dealing with each other. Everyone should know that there is a difference between reacting and responding.

In The Customer Service Training Class, You Will Learn The Following:

- **EMPLOYEE ATTITUDE**
- **PHONE ETIQUETTE**
- **PROPER SPEAKING & VOICE TONE**
- **ROLE-PLAYING**
- **THE ABILITY TO READ A CUSTOMER**
- **THE ABILITY TO DEFUSE A SITUATION**
- **DEPARTING FROM A JOB**
- **CONFLICT/RESOLUTION**