

Hidden Obstacles to Outstanding Customer Service

You know what your team **should** be doing, so why don't they always do it?

It seems like customer service should be obvious. However, research reveals that even the best customer service professionals face hidden or even counterintuitive obstacles that make it difficult to serve customers at the highest level.

This highly engaging presentation shares several common examples that affect all of us. You will learn through a blend of fun experiential activities, real-life stories, and cutting-edge research.

Audience Value

Participants will gain the following:

- Experience hidden obstacles to outstanding customer service.
- Examine how to identify each challenge in the workplace.
- Receive tools to help you (and your employees) overcome each one.

Biography

Jeff's first customer service interaction ended in service failure. Vowing to learn from that experience, he became obsessed with customer service. Today, he is the bestselling author of four customer service books, including *Getting Service Right: Overcoming the Hidden Obstacles to Outstanding Customer Service*. More than 1,000,000 people have taken one of his training programs on LinkedIn Learning and he has been recognized as one of the top 30 customer service professionals in the world by Global Gurus.



Testimonials

"It's rare to find a speaker like Jeff that can deliver something that's as meaningful as it is engaging." - Customer Service Manager

"When I wanted to hire someone to talk about customer service who would bring great energy, I immediately thought of Jeff." - Senior Director, Talent Management

"This was a great presentation - very informative and interactive. Jeff was a very engaging speaker." - Vice President, Customer Care Center