**T & S Management Services, LLC**

***We Are A Training Solutions Company***

**Customer Service for CSR's**- one half day session, improving your customer experience.

* THE CSR Job & You, Your Role.
	+ Why are customer relations important in our business?
* Customer Service
	+ What makes GREAT customer service?
	+ Suggestive Selling
* What Do Our Customers Expect?
* Store Appearance - Merchandising - Mystery Shopping
* How Would You Rate Your Store?
* Handling Customer Complaints
	+ Why it’s important to handle correctly?
* Why Customers Don't Come Back.
* Customer Service Video - *It's Everybody's Business*
* Vendor Theft
* Suggestive Selling
* Robbery Prevention