



Customer Service Workshop

Date | Friday, April 12th
10:45-11:45am

Location | Skipwith Hall – RM 112

Coordinator | Occupational Training

Target Audience | Required for all individuals new to
UVA Facilities Management

Overview

The importance of high-quality customer service and effective complaint handling cannot be overstated. Providing a high level of customer service to both external and internal customers is (and should be) a top priority. During this workshop, we will explore various scenarios that include those defining moments that can make or break any service transaction.

Program Content

- Interacting with Customers
 - Providing On-site Customer Service
 - Providing Telephone Customer Service
- Communicating Effectively with Customers
- Controlling Conflict, Stress, and Time
- Dealing with Customer Service Incidents and Complaints
- Polishing Your Skills for Excellent Customer Service
- Providing Effective Internal Customer Service

Enroll Now

Email: Fm-Training@virginia.edu

Please include your name
and computing ID