



# Customer Service Workshop

**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](mailto:Fm-Training@virginia.edu)

Please include your name  
and computing ID