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CHRO TRAINING ANNOUNCEMENT: (COI ADMIN - 2) EXCELLENT CUSTOMER SERVICE (JN)

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COURSE: (COI – Admin - 2) Excellent Customer Service (Japanese)

Class will be conducted in Japanese

DATE: 13 June 2018

TIME: 08:00-16:30 (Total 8H)

PLACE: Camp Foster, Administration Bldg. # 495, 2nd Floor, Civilian Human Resources Office,
CHRO, Classroom #4

SEATS: Limited to 25 seats per class

COST: No cost

VENDOR: Elevate USA

DESCRIPTION:

This Community of Interests (COI) Admin Group training will teach employees how to grow a more satisfied customer base (internally and externally), and to transform unsatisfied customers into loyal clients—the kind who tell other people good things about your organization.

Learning Objectives

- Learn to identify the relation between exceptional customer service and the impact on sales and company culture
- Learn to apply strategies to build positive relationships with various customers (internal and external) to promote employee and customer satisfaction
- Learn to create customer trust and loyalty by anticipating customer needs and addressing service perceptions and expectations
- Learn to demonstrate how to effectively communicate with customers to both encourage a positive customer experience and reduce negative behavior
- Learn to apply strategies to defuse emotionally charged customers and provide effective service recovery
- Employ strategies that promote anger management and stress relief

ELIGIBILITY:

This class is open to all Community of Interests (COI) Administrative Group MLC/IHA employees of USMC Okinawa; priority for this training is as follows:

Priority 1: USMC Okinawa Administrative Position personnel of MLC/IHA employees

Priority 2: USMC Okinawa Other COI Group personnel of MLC/IHA employees

HOW TO APPLY:

Nomination must be Pre-Approved by employee's supervisor.

Nomination must include:

- Nominee's name and grade
- Nominee's position title
- Nominee's organization/section name
- Nominee's duty phone and e-mail address
- Priority based on eligibility (indicate (1) or (2))

*NOTE: SF-182 form is not required for enrollment.

Submit nominations to CHRO Workforce Development Section via e-mail: <mcbbutlerchrotraining@usmc.mil >. Deadline for submission is 05 June 2018.