

HOLLY STIEL PROGRAM DESCRIPTIONS

The Two Most Important Skills in Customer Service

In this highly interactive workshop, Holly Stiel distills her service philosophy into the two most important skills every service provider needs to learn.

- In a world where the only thing anyone ever wants to hear is YES and you sometimes have to be the messenger of NO, it is important to learn how to deliver the disappointing news. For the times when Yes is not an option—learn how to make NO fly.
- Get an A in service with the four A's in the Art of the Apology

When things go wrong, knowing how to apologize can turn an upset customer into a loyal one.