

## **BUS301 Customer Service Skills for the Technician (CUBA Course)**

This 8 hour program is designed specifically for service technicians. The Service workshop develops the technician's customer service and communication skills. It will help participants understand the importance of good communication skills. As a result of this session technicians will be able to develop rapport with the customer, recognize replacement opportunities, and enhance overall communication skills. In today's market it is critical that all employees are able to develop and maintain rapport with the customer.