



# Customer Service

**"Customer Service is more than words it's a culture, it's a habit, and it is intentional"**

## Is training essential to the workplace?

Yes; No matter the industry, if your employees have contact with customers, it is important for employees to have the skills to deliver a great customer experience.



**Why Bayard Management Group? >>**

The Bayard Management Group is certified by the State of Louisiana Workforce Commission to offer a nationally recognized Customer Service Training Certification Program to employers across Louisiana. If your business currently pays unemployment insurance, you may qualify for funding to pay for this Customer Service Training through the Incumbent Worker Training Program.

As a result of this nationally certified training program in Customer Service, individuals will learn to:

- Demonstrate professionalism on the job while building a proactive, problem-solving culture
- Use essential communication skills in dealing with customers
- Interact with customers to help them feel more comfortable and satisfied
- Master strategies for dealing appropriately with difficult customer situations

Customer Service

Excellent

Good

Average

Poor



**VISIT US ONLINE**

<http://www.bayardmanagement.com>



**(504) 564-7764**

or email [james@bayardmanagement.com](mailto:james@bayardmanagement.com)  
to discuss this valuable opportunity.

Contact Us:



**James Gilmore Jr., PHD**

1440 Devonshire Drive  
Slidell, LA 70461

New Orleans Office: (504) 564-7764  
[james@bayardmanagement.com](mailto:james@bayardmanagement.com)