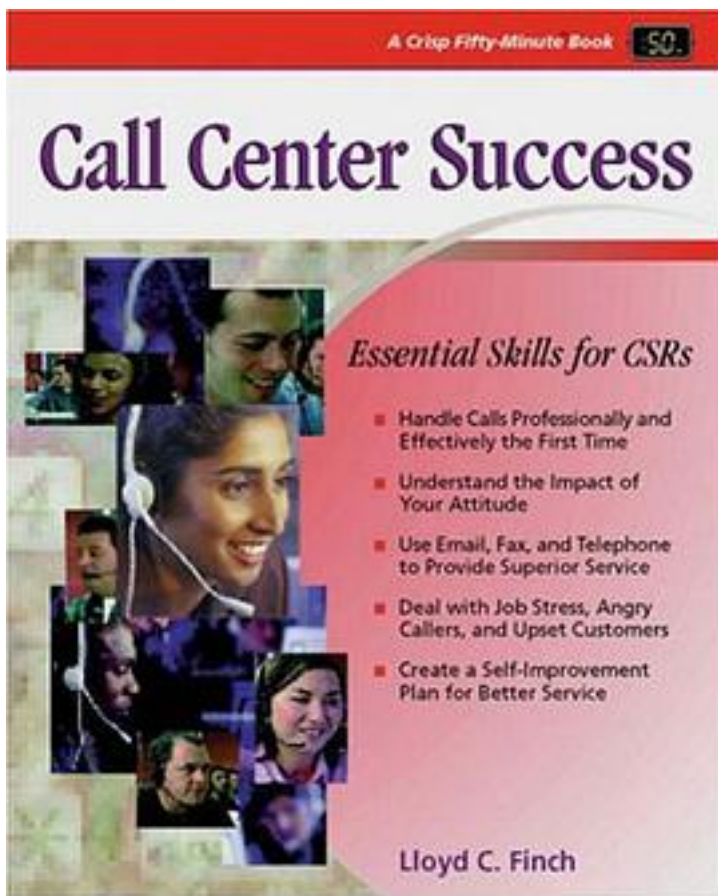


# Call Center Success



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Master the skills needed to face the challenges of a Customer Service Representative position. Guaranteed to turn out top-notch CSRs. Handle calls professionally and

effectively. Learn how to keep a positive attitude, even in the most trying situations. Create a self-improvement plan for better service. Learning Objective: To explain the basics of providing high quality customer service. To describe the six elements of professionalism. To explore how to understand and respond to customer needs.

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