

## Customer Service *Online!*



The SWIFT *e*Library is a complete solution for the Multifamily and Property Facility Industry developed in collaboration with leading industry experts.

- Robust Learning Management system with extensive reporting by regional VP, trainer by region, course, learner and/or custom reports.
- Full Access to a library of industry specific courses and corresponding competency tests.
- We customize and brand courses to meet your companies' specific requirements.
- Will integrate with internal systems for single sign-on.
- Supports third party training courses.
- Learner view based on job title with associated curriculum by role or individual.
- Develop up to three new courses per year.

Customer service may not be automatic, but good service is critical because you are in contact with customers every time you answer the phone or meet someone at the door. In this course you will be provided with information on different customer types, how your attitude can affect customers, and how to deal with difficult customers.

### On completion of this course you will be able to:

- Define different types of customers and list common customer expectations,
- Explain how your attitude impacts customer service,
- Improve customer service through improved communication skills, and
- Understand how you can act as a problem-solver and deal with difficult situations.

SWIFT assessments are also available for all SWIFT courses ideal for learners that wish to challenge the course for recertification purposes.

