



<i>Customer Service Strategies that Will Separate You from the Competition</i>	
Objectives	Learn how to develop positive rapport with your customers, handle complaints and provide outstanding service. Learn the comments that should be avoided, how to keep the customers coming back and the value of your business network for insuring professional and business success.
Overview (outline)	This program is based upon Louis' new book published by the Health Insurance Association of American – <u>Customer Service Strategies for the Health Care Environment</u> .
Honorarium Fee	Contact MEMS
CE Information	Contact MEMS