



IMPROVING CUSTOMER INTERACTION AND SALES

The New York Oil Heating Association Inc. (NYOHA) has teamed with NORA and ServicedEdge to provide customer service training sessions. Help your customer service representatives develop and hone their skills, as well as improve day-to-day interactions with your clients, easily articulate the value proposition of the company's products and services, and leave every customer with the perception of quality, trust and respect for the organization. ServicedEdge offers four modules, which will help customer service representatives become skilled with customer interaction, be more confident when interacting with the client, and generate sales.

MODULE 1: Defining Excellence in Customer Service

MODULE 2: Opening and Closing Calls – Professionally

MODULE 3: Handling Disgruntled Customers or Customer Complaints & Building Trust

MODULE 4: Customer Service Best Practices & Industry Education

JOIN US AS WE HOST GROUP SESSIONS OF OUR CUSTOMER SERVICE TRAINING MODULES

Module 1: Wednesday, March 22nd (Noon-3:00pm)

Module 2: Thursday, March 23rd (Noon-3:00pm)

Module 3: Tuesday, April 11th (Noon-3:00pm)

Module 4: Wednesday, April 12th (Noon-3:00pm)

NYOHA/OHCC Technical Training Institute
131 East Ames Ct. | Plainview, NY 11803

Registration: \$30 per person per module

Register Today, Visit nyoha.org

LOOKING FOR A CUSTOMIZED IN-HOUSE TRAINING?

Individual in-house company sessions of our Customer Service Training modules are available with support by NYOHA.

For More Information

or to Schedule Your Customized In-House Customer Service Training Today, Visit nyoha.org

or email Rocco at rlacertosa@nyoha.org



YourServiceEdge.com



Rocco Lacertosa | New York Oil Heating Association Inc.
183 Madison Avenue | Suite 1403 | New York, NY 10016
nyoha.org | rlacertosa@nyoha.org | (212) 695-1380