

# IMPROVING YOUR FRONT OFFICE: RAVING FANS CUSTOMER SERVICE PROGRAM

Presented by: Debbe Childress, MBA

**Thursday, October 8, 2020**

Noon – 1 p.m.

## **PART ONE – TELEPHONE SKILLS**

- Why telephone communication is difficult
- Telephone etiquette
- Why you should “Listen In”
- What to look for in a call: Greeting, Rapport, Knowledge, Listening, Patience and Tone
- Telehealth visit process

## **PART TWO – HANDLING DIFFICULT SITUATIONS**

- Importance of handling complaints properly
- Resolving conflict
- Turning negatives into positives
- When to get help

## **Q&A**

### **About Debbe Childress -**

Debbe is President of Childress Garrett & Associates. She has been successfully training and consulting with professionals in the areas of sales, customer service, leadership, and team building for over 20 years. She is a nationally recognized speaker and trainer and has consulted with hundreds of businesses, including medical and dental practices across the country. Debbe is the author of “Prescriptions for Painless Selling” and “Success through Service.”

For more information or to **register**:  
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