



Training Attestation: Customer Service

Name: _____

This is a self-study module.

15 steps to great customer Service, by Olivia Harlee: Video (3 minutes)

<https://www.youtube.com/watch?v=0jPk6CtK360>

I was seduced by Customer Service, by John Boccuzzi Jr. Video: (8 minutes)

<https://www.youtube.com/watch?v=Gh1TXfQSwUQ>

Customer Service vs Customer Experience, by Valuetainment: Video (15 minutes)

https://www.youtube.com/watch?v=bL_D-gyva0c

A signature below verifies that the signing employee has listened to the customer service training videos above.

Signature: _____ Date: _____