## **SHEPARD VT COURSE OUTLINES**

## **5 Ways to Create an Amazing Customer Service Experience**

Chapter 1 - Introduction

Chapter 2 - It's Not the Product. It's the Experience

Chapter 3 - Who is Your Customer?

Chapter 4 - Amazing Customer Service

Chapter 5 - Customer Service Leadership: Act Like an Owner

Chapter 6 - Create Confidence

Chapter 7 – Conclusion