



SOCS is a training program that is designed to teach individual within the security industry how to develop skills, habits and actions for offering extraordinary customer service while maintaining a safe workplace.

WHY SOCS TRAINING?

Most business understands the need for customer service in order to maintain client satisfaction. Over the last few years the market place for security companies has become more challenging and the customer knows they have choices if they're not happy with current security provider's services.

Extraordinary customer service is what set a professional organization apart from the competition. The company with the staff and skills to create customer satisfaction will generate client retention and customer loyalty.

SOCS Course Objectives:

- Teach habits, skills and actions for providing outstanding customer service.
- Enhance staff performance, morale and attitude.
- Increase overall customer satisfaction and loyalty through team work and leadership.
- Reduce and eliminate customer complaints and dissatisfaction by increasing communication skills.
- Empower individual staff members by increasing their ability to respond to and correctly handle customer request, needs, questions or client's minor concerns.



**Set yourself apart from the
Competition by offering
Something every customer wants:
CUSTOMER SERVICE!**

This course goes beyond the simple “band-aid, quick fix” and teaches how to offer genuine customer services without having to think about it be creating a new mind set and skills.

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