

MRPA Virtual Education



10 Tools to Providing Exceptional Customer Service

June 9, 2021 • 10 to 11 a.m.

Carolina Vester, Assistant Director, Coral Gables Community Recreation

This session will focus on some of the top 10 tools and strategies to providing exceptional customer service to your community and clients. There will also be a focus on early recognition of potentially disastrous customer complaints and de-escalation techniques. Be prepared to put yourself in the shoes of your customer as we run through a few group scenarios and exercises.

Learning Objectives:

- Identify the top 10 tools and techniques to providing exceptional customer service.
- Recognize and de-escalate customer complaints.
- Develop staff training techniques to bring back to the team.



About Carolina Vester:

Carolina Vester is the Community Recreation Assistant Director for the City of Coral Gables. Ms. Vester is a certified Six Sigma Green Belt, Playground Safety Inspector (CPSI), Aquatic Facility Operator (AFO) and a licensed Comprehensive Aquatic Risk Management Program and Lifeguard Instructor with an emphasis in Special and Open Water Aquatic Facilities. She is a proud University of Miami Alumna with a Bachelor of Science in Communication. It is Ms. Vester's professional goal to create a sustainable infrastructure and World-Class amenities for all parks and facilities within the Department.

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Registration Form

Registration Deadline: One Week Prior for Each Session

Name: _____

Organization: _____

Address: _____

City, State, Zip: _____

Email Address: _____

The online meeting link will be emailed to this email address.

Sessions and Dates

Please check all sessions for which you are registering:

- March 10 Trends in Playspace Design
- March 16 The Change Curve: Accelerating Change and Increasing Its Success
- March 25 Innovative Behaviors: What are They and How to Promote Them
- April 13 Digital Marketing that Rocks
- April 29 Art of Gaining Consensus and Getting Things Done
- May 12 Crisis Management and Developing Your Emergency Action Plan
- May 27 The Power of Praise and Positivity
- June 9 10 Tools to Providing Exceptional Customer Service

Registration Rate:

- Member: Each session is \$25 # of sessions _____ x \$25 = \$ _____
- Non-Member: Each session is \$35 # of sessions _____ x \$35 = \$ _____

Registration and Payment Method:

- Email registration form to gerhard@mnrpa.org and check requested
- Register and pay online at mnrpa.org

Questions?

Call Bethani at 763.571.1305 x106 or
Email: gerhard@mnrpa.org