



Customer Centered
Consulting Group, Inc.

A City of Service



City References



City of La Porte

"What you teach, folks can apply to their work lives and personal lives. The way you impart the finer points and advantages of having a culture of service are memorable... And they said they had fun! You don't hear that very often associated with training."

(Patrice Fogarty, City Secretary)



City of Cuero

"I can't tell you enough how much everyone enjoyed the customer service training. I received a lot of feedback from all departments. They all gained useful information as well as enjoyed the program."

(Jennifer Zufelt, City Secretary)



Texas Municipal Clerks

"Your talk was very informative and well received by our attendees"

Effective & Proven Training

Has your city received customer complaints? Are your employees fully equipped to provide unmatched customer service? Customer Centered Consulting Group, Inc. (CCCG) has developed a tailor-made customer service training program designed specifically for city employees.

This training was developed by CCCG's President & Founder, David Reed. David has served with Anderson Consulting, Exxon, and Walt Disney World and has published four books on customer service. This program combines customer service training with teambuilding activities to produce the following results for your employees:

- Improved internal and external customer service skills resulting in better relationships with citizens, builders, and other groups.
- Better communication between teams and with customers, including enhanced listening skills.
- Training on how to diffuse an angry customer.

Customer Centered Consulting Group's training is designed to be dynamic, energizing, and engaging. The training is extremely valuable both to employee's who deal primarily with internal customers and those who interact with external customers. Each participant will receive a copy of David's book, *A Culture of Service*.

Customer Centered Consulting Group, Inc., formed in 1999, helps organizations of all sizes develop excellent customer service, effective leadership, and simple processes to enhance profitability. We know that we can help your city reach its full service potential!