








# Utility-Specific OnDemand Training

## Powerful Customer Service Training When You Need it Most

Could your utility company use some extra support when it comes to customer satisfaction? With consumer expectations steadily rising, there's never been a better time to invest in your front-line representatives. With our Customer Service Essentials (CSE) training program, your client-facing employees will help your business maintain a powerful, positive, and cohesive brand experience.

## Our Electrifying CSE Program

At Bonfire Training, we have a proven track record of helping utility companies succeed and become nationally recognized for their high-quality customer service. Seriously! Our CSE program will amp up your team to be the best they can be. Here's how:

-  **Communication 101:** We assist in implementing real-time, effective communication strategies to improve business processes.
-  **Best Practices:** Our CSE training will keep you up-to-date on best practices when communicating with internal and external customers.
-  **Conflict Resolution:** We'll help you develop conflict resolution skills that will keep your customers happy, no matter the obstacles.
-  **Escalation Management:** Our team will help you understand the ins and outs of professionally managing and preventing call escalations.
-  **Consistency:** CSE training boosts consistency, thus improving overall customer satisfaction.

This program offers high-quality training you can watch in one sitting—and on any device! Providing ongoing education on a budget is easy with our cost-effective solutions. This course can be purchased in single- or multiple-seat packages and includes 14 modules.

Utility OnDemand Customer Service Essentials modules are available for delivery through Bonfire's Learning Management System (LMS). Bonfire also offers options to license the modules to host on your LMS.

Unlock your utility company's true power by learning more about our Customer Service Essentials training program!

Reach out to our CSE specialists today!  
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