

Excellence in Customer Service

Length: One Day

Summary: As a provider of customer service in your field, you need to interact with customers to address their concerns. To do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will apply important principles and skills you can use as a customer service representative.

Course Content

MANAGING THE CUSTOMER'S INITIAL CONTACT

- Accept a Customer Contact
- Address a Customer's Emotional State
- Address Your Own Emotional State

MEETING THE CUSTOMER

- Be a "People Person"
- Represent Your Company
- Relate to the Customer

ADDRESSING CUSTOMER ISSUES

- Assess Customer Issues
- Develop Solutions
- Negotiate to Reach a Solution

DIAGNOSING ISSUES

- Deal with a Customer's Misrepresentations
- Determine the Customer's Need
- Troubleshoot the Customer's Problem

DELIVERING SOLUTIONS

- Finalize the Solution
- Educate the Customer
- Deliver Bad News
- Achieve Performance Standards

CLOSING COMMUNICATIONS

- Up sell Additional Products
 - Conclude Customer Contact
 - Follow Up
 - Release Stress
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