

Customer Service Series

(2 day Instructor-Led Course)

Course Overview

This module will give you a foundation for customer service and also focuses building life-long customer relationships through the development of positive customer-care approaches. The Customer Service module provides the guidelines for emerging technologies such as Internet Chat. You will develop the foundation customer care skills needed to provide excellence in service using hands-on, interactive, scenario based modules.

Who Should Attend

This course is designed for candidates who wish to specialize in specific business skills segments.

Prerequisites

This course is designed for the student who has little or no experience.

What You Will Receive

Each student will receive a copy of the course manual for post-class reference and review.

Certification Preparation

This module prepares candidates to sit the Certified Business Professional exam – C20-507

Follow-up Courses

- Leadership Series
- Sales Series
- Business Etiquette and Professionalism Series
- Business Communications Series

Course Content

Introduction to Customer Service

- What Is Customer Service?
- Who Are Your Customers?
- When & Where Does Customer Service Take Place
- The Need For Customer Service
- What Does Customer Service Mean To You?
- Developing A Customer Friendly Attitude
- Excitement is Contagious

Customer Service: Communication Skills

- Developing Effective Communication Skills
- Non-verbal Communication Skills
- Verbal Communication Skills
- The Choice Of Words
- Tone Of Voice
- Presenting a Professional Image

Customer Analysis: Knowing your Customer

- Knowing Your Customer
- Assertive Working Style – Result-Oriented
- Analytical – Detail-Oriented
- Amiable – People-Oriented
- Dominant Behavioral Style

Calming Upset Customers

- Calming Upset Customers
- Avoiding Upsets
- 5 Key Steps to Calming Upset Customers
- Calming Yourself

Telephone Customer Service

- Telephone Customer Service
- Mastering The Telephone
- Answering The Telephone
- Active Listening
- Putting Callers On Hold
- Transferring A Call and Taking A Message
- Voice Mail
- Closing The Call

Internet Customer Skills

- Internet Customer Skills
- E-mail Communication Guidelines
- Online Chat
- Internet Customer Skills
- Scripted Responses
- Additional Customer Care Channels

Time Management Strategies

- Time Management Strategies
- Taking Control Of Your Time
- Task Analysis
- Task Prioritization
- Time Wasters

Stress Management Strategies

- Stress Management
- What Causes Stress?
- Stress Symptoms
- What Can Be Done To Manage Or Even Eliminate Stress?