

## Customer Service – The Next Level

Taking Your Customer Service Skills to the Next Level

### Program Highlights:

This program entitled customer service – the next level, takes a look at where you are today as a customer service provider and the outcome you'd like the customers to have. The program then tries to bring those two things closer together where they become nearly seamless. The program utilizes techniques to say yes instead of no, discusses moments of truth. Next the facilitator will review the generation gap and how that impacts customer service. Varying generations have drastically different expectations for service. The program concludes with a world renowned customer service philosophy called Give 'Em the Pickle.

### Job Outlook:

Employment of customer service representatives is expected to grow 15 percent from 2010 to 2020, about as fast as the average for all occupations. Employment will increase as consumers continue to demand products and services that require customer support.



### Benefits:

- Understand the generation gap in customer service
- Learn to differentiate yourself from your competition



***Stand Out!***



# Course Outline

	DESCRIPTION
<b>UNIT 1:</b> Customer Service Basics	<ul style="list-style-type: none"> <li>• Friendliness</li> <li>• Fairness</li> <li>• Information</li> <li>• Understanding</li> <li>• Control</li> <li>• Options</li> <li>• Examples of good will customer service</li> </ul>
<b>UNIT 2:</b> Dealing with Difficult Customers	<ul style="list-style-type: none"> <li>• Let the customer vent</li> <li>• Avoid getting trapped in a negative conversation</li> <li>• Express empathy to the customer</li> <li>• Begin active problem solving</li> <li>• Mutually agree on the solution</li> <li>• Follow up</li> </ul>
<b>UNIT 3:</b> How to Avoid "No"	<ul style="list-style-type: none"> <li>• What I can do is....</li> <li>• What you can do is....</li> <li>• I'll find out for you</li> <li>• Let's see what we can do</li> </ul>
<b>UNIT 4:</b> Moment of Truth / Generation Gap	<ul style="list-style-type: none"> <li>• Acknowledge issue</li> <li>• Apologize</li> <li>• Problem solve</li> <li>• Communicate solution and make amends</li> <li>• Implement and follow up</li> <li>• Golden rule</li> <li>• Platinum rule</li> </ul>
<b>UNIT 5:</b> Give 'Em the Pickle	<ul style="list-style-type: none"> <li>• Service</li> <li>• Attitude</li> <li>• Consistency</li> <li>• Teamwork</li> </ul>