

Customer Service – The Organization

Program Highlights:

Customer Service – The Organization focuses on using teamwork to improve your customer service. Michael Jordan once said, “Talent wins games, but teamwork and intelligence win championships.” The same is true for customer service organizations. Have customer service representatives know your product or service wins customers, but teamwork and intelligence win customers for life.

This program focuses on customer service image, communication, service recovery and your organization. What does the customer see on the other side of the counter? What does the customer hear on the other side of the phone? What does the customer read in an email? How can that impact your organization? These questions, and many more, will be answered in this seminar.



Benefits:

- Learn the key principles of customer service and how to implement them
- Implement the 14 indicators of a service culture in your role as a service provider



Stand Out!

Course Outline

	DESCRIPTION
UNIT 1: Key Principles of Customer Service	<ul style="list-style-type: none">• Maintain or enhance self-esteem• Listen and respond with empathy• Involve the customer
UNIT 2: Becoming a Customer Service Culture Organization	<ul style="list-style-type: none">• 14 Key indicators of a service culture
UNIT 3: Service Steps	<ul style="list-style-type: none">• Acknowledge the person• Clarify the situation• Meet or exceed the need• Confirm satisfaction
UNIT 4: Tough Customers	<ul style="list-style-type: none">• 10 tips for handling a tough customer