

# CUSTOMER SERVICE

## Customer Service Over the Phone®

### Program Highlights:

Providing great customer service is often easy when the customer is easy. But when the customer is angry, delivering exceptional customer service is a bigger challenge. This training will address that issue and so much more. It will provide strategies for dealing with all sorts of situations and callers. We will help your staff combat burn out and stay positive.

### Learning Outcomes:

- Recognize the components of customer service
- Identify the roles of a customer service representative
- Practice techniques for taking control of the call
- Learn to handle angry customers
- Implement strategies for staying motivated



### Target Audience:

All employees through frontline leaders



***Stand Out!***

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## Course Outline

	DESCRIPTION
<b>UNIT 1:</b> Customer Service Over the Phone	<ul style="list-style-type: none"><li>• Developing a service-centered attitude</li><li>• Build rapport</li><li>• Components of customer service</li><li>• Identify your role</li><li>• Role practice</li><li>• Use proper etiquette</li><li>• Listening skillfully</li><li>• Role plays</li></ul>
<b>UNIT 2:</b> Handling Angry Customers	<ul style="list-style-type: none"><li>• Handling angry customers</li><li>• Case study</li><li>• Saying “no” in a positive way</li><li>• Overcoming mistakes</li><li>• Strategies for staying motivated</li></ul>
<b>UNIT 3:</b> Coaching for Accountability and Results	<ul style="list-style-type: none"><li>• Nine keys to effective leadership</li><li>• Service ace rubric</li><li>• How to give feedback that improves performance</li><li>• Positive reinforcement</li></ul>