

Introduction to Customer Service

Exploring the Basics of Customer Service

Program Highlights:

The outline program is intended for entry-level customer service employees who are new to the world of customer service or would like to simply provide better customer service. The program begins understanding your customers needs. The program also covers service skills you need to have with an emphasis on rating yourself and your company's service skills today. Next, telephone etiquette is emphasized as an important part of being a well-rounded service professional. Finally, the program allows time to create an action plan specific to each participant.



Benefits:

- Learn the basics of customer service
- Create an action plan to create better customer service

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.



Stand Out!



Course Outline

	DESCRIPTION
UNIT 1: Customer Service Basics	<ul style="list-style-type: none">• Word association game• Who are your customers• Shift clock• Examples of poor and good customer service
UNIT 2: Your Customer Service Skills	<ul style="list-style-type: none">• Rate your customer service skills• Scoring• Rate your organization
UNIT 3: Customer Concepts	<ul style="list-style-type: none">• Poorly treated employees• Serving customers• Take the time to establish rapport• One chance to make a first impression
UNIT 4: Barriers to Understanding	<ul style="list-style-type: none">• Feedback• 7 second rule
UNIT 5: Telephone Etiquette	<ul style="list-style-type: none">• Tone of voice• 3 exercises
UNIT 6: Visual Examples of Bad Customer Service	<ul style="list-style-type: none">• Review pictures• Do's and Don'ts
UNIT 7: Create an Action Plan	<ul style="list-style-type: none">• Tools you can immediately implement