



Customer Service Success

Course Description:

When it comes to excellent customer service with both external and internal customers, it is essential to understand not only what your customer wants, but also what makes them feel understood and significant. This class teaches real-world, practical, hands-on techniques and skills for providing quality customer service every day. Achieving customer service excellence is an ongoing process that requires both skill and emotional intelligence.

Course Objectives:

After completing this course, employees at all levels will understand that many of the people they interact with on a daily basis are truly customers, even if they are not technically defined as such. From peers in different departments, to vendors and contractors, customer service goes beyond what has typically been defined as a “customer”.

- Develop the people skills and behaviors necessary for excellent customer service
- Learn how to deal with common customer concerns and complaints
- Learn self-control when dealing with an angry customer
- Learn the skills necessary to be a part of a team that serves internal customers.
- Learn what makes customers feel important and valued.
- Understand words that create a positive response.
- Learn how to build trust with both internal and external customers



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Who should attend?:

This class is for everyone! When you treat everyone as a customer, you build trust, rapport and great relationships. Learning the skills for Customer Service Success will help anyone with not only their working relationships, but personal relationships as well.

Why should you take this workshop?:

Build customer rapport and goodwill.

- Start with a “ready to help” attitude
- Adapt to various personalities
- Understand “customer needs”

Project a professional image

- Make a great first impression
- Keep yourself motivated with a positive attitude
- Sound polished and professional

Dealing with difficult customers

- Managing unhappy and irrational customers.
- Types of difficult behaviors and how to handle them

Communicating with your customers

- How you say it is just as important as what you say.
- Words and phrases that make your customer trust you
- Manage communication gaps