

Fundamentals of Customer Service (Tier 1)

1 Day

Description

Fundamentals of Customer Service provides an overview of the basics of customer service. It provides guidelines and best practices for providing excellent customer service that will enable frontline associates and service staff in back-up and support roles to build, maintain, and increase a loyal customer base.

Prerequisites

- None

Objectives

- ✓ Recognize the importance of delivering excellent customer service so that you can help to build, maintain, and increase your organization's customer base.
- ✓ Focus on the customer so that the individual is motivated to return.
- ✓ Handle complaints so that customers are satisfied.
- ✓ Deliver excellent customer service on the telephone so that customers have a positive perception about your organization.
- ✓ Cope with stress so that you maintain a healthy level of work-related stress.

Understanding Customer Service

Describe Customer Service
Identify Customer Expectations
Commit Yourself to Providing Excellent Customer Service

Focusing on the Customer

Create a Positive First Impression
Identify and Help Meet the Customer's Needs
Create a Positive Last Impression

Handling Complaints

Make it Easy for Customers to Complain
Resolve the Problem
Cope with Upset and Difficult Customers

Delivering Excellent Customer Service on the Telephone

Answer the Telephone
Project a Positive Image Using Your Voice
Transfer Calls
Take Meaningful Messages

Coping With Stress

Describe Stress
Take Preventive Measures
Overcome Stress

Appendix A: Works Cited

References and Works Cited