

Introduction to Customer Service

NSL-S0001

1 Day



Description

This one-day course provides an introduction to customer service and basic telephone skills.

Prerequisites

- None

Objectives

Upon successful completion of this course, students will be able to:

- ✓ apply basic customer service skills.
- ✓ use active listening skills.
- ✓ use telephone skills.

Outline

The Basics of Customer Service

- The Costs of Poor Customer Service
- Who is the Customer?
 - External Customers
 - Internal Customers
- Managing Customer Expectations
 - The Importance of Expectations
 - Influencing Customer Satisfaction
 - Changing Your Focus
- Projecting a Positive Attitude
 - Where Does Attitude Come From?
 - Who Pays Your Salary?
 - Who Do You Like?
 - Why Do You Have a Job?
 - The Positive Attitude Test
- Documenting Customer Concerns
 - Embrace the Complaint
 - Resolving, Tracking, and Assessing Concerns
- Working as a Team
 - Understanding the Process
 - Being a Team Player
 - Communicating with Others

Listening Skills

- Introducing Listening Skills
- Examining Your Listening Skills
- Active Listening
- Re-examining Your Listening Skills
- Empathetic Listening
- Using Questions
- The Role of Silence
- Interpreting Responses
- Recognizing Individual Sensory Modes

Making a Connection: Telephone Skills

- Making a Good First Impression

- Understanding the Importance of the First Meeting
- Using Your Seven Seconds
- The Basics of Making a Good Impression
- Using Your Skills
- Identifying Callers' Requests
- Finding Hidden Messages
- Gathering Information
- Taking Messages
 - Using Your Message Taking Checklist
 - Could I Speak with Mr. Bolo, Please?
 - He Is at His Shrink's
 - He'll Be Back in a Bit
 - May I Take a Message?
 - Taking a Message Accurately
- Placing Calls on Hold
 - Asking for Permission Instead of Forgiveness
 - Do Not Ask and Ignore the Answer
 - Why Am I Holding?
 - Timing Is Everything
 - Thank You for Holding
- Transferring Calls
 - Explaining Why You Are Transferring the Caller
 - Naming Your Replacement
 - Asking for Permission
 - Is Anybody There?
 - Sharing What You Know
- Leaving Voice Mail Messages
 - Outgoing Does Not Mean Clever Rambling
 - Replying to Voice Mail Messages
 - Leaving Messages for Customers on Their Voice Mail