

# Customer Service & Telephone Skills

## Course Description

This is a two-day workshop that provides an introduction to customer service and telephone skills. The workshop also covers working with unhappy customers and exceeding customers' expectations.

## Outline

### Defining Customer Service

Understanding the Customer Service Environment  
Who Is The Customer?  
Developing a Customer Service Strategy

### Understanding the Role of a Customer Service Representative

Defining Customer Service Representative Skill  
How Sharp Are Your Customer Service Skills?

### Developing Customer Service Skills

Attitude as the Key to Success  
Understanding Customer Logic Theory  
Good Customer Service Habits  
Ineffective Customer Service Habits

### Creating Customer Service Solutions

Understanding Customer Service Solution  
Taking Ownership  
Listening and Taking Notes  
Expressing Empathy  
Utilizing Questioning Techniques  
Restating the Solution and Gaining Customer Agreement  
Follow-Up  
Knowing What Your Customer Really Wants

### Learning Telephone Skills

Understanding Telephone Etiquette  
Answering the Phone  
Greeting the Caller  
Managing the Call  
Ending the Call

### Listening Skills

Are You a Good Listener?  
Learning Effective Listening Skills  
Five Facts About Listening  
The Five Most Common Poor Listening Habits  
Ten Ways to Improve Listening

### Working with Body Language

Understanding Body Language Basics

Building Rapport with Eye Contact  
Understanding Facial Expressions  
Using Hand Gestures  
Having Good Posture  
Understanding Social Space Issues  
Displaying a Neat Personal Appearance

### Using Your Voice Effectively

Aspects of a Good Voice  
Identification of Common Voice Problem  
Practice Techniques for Improving Voice Quality

### Working with Difficult Customers

Tackling Difficult Customers  
Take the High Road  
Helping with the Angry Customer  
Helping the High Maintenance Customer  
Helping Other Difficult Customers  
Managing a Difficult Call  
The Rewards of Good Service

### Dealing with Stress

Understanding Stress  
Evaluating Individual Stress Factors  
The Science of Stress  
Ways to Alleviate Stress  
Relieving Stress with Relaxation Techniques