



# Customer Service Series

(2 day Instructor-Led Course)



## Course Features

### Course Overview

This module will give you a foundation for customer service and also focuses on building life-long customer relationships through the development of positive customer-care approaches. The Customer Service Module provides the guidelines for emerging technologies such as Internet Chat. You will develop the foundation customer care skills needed to provide excellence in service using hands-on, interactive, scenario based modules.

### Who Should Attend

This course is designed for candidates who wish to specialize in specific business skills segments.

### Prerequisites

This course is designed for the student who has little or no experience.

### What You Will Receive

Each student will receive a copy of the course manual for post-class reference and review.

### Tuition Fees

In Class 2 Day Customer Service Program - \$550.00

Exam: Certified Business Professional Customer Service **C20-507** - \$150.00

### Certification Preparation

This module prepares candidates to sit the Certified Business Professional Exam - **C20-507**

### Follow-up Courses

- Leadership Series
- Sales Series
- Customer Service Series
- Business Communications Series

## Course Outline

### Introduction to Customer Service

- What is Customer Service?
- Who are your customers?
- When and where does Customer Service Take place?
- Developing a customer friendly attitude

### Customer Service: Communication Skills

- Developing effective Communication Skills
- Verbal & Non-Verbal Communication Skills
- Presenting a Professional Image

### Customer Analysis: Knowing Your Customer

- Assertive Working Style- Result Oriented
- Analytical - Detail Oriented
- Amiable - People Oriented
- Dominant Behavioral Style

### Calming Upset Customers

- Avoiding Upsets
- 5 Key steps to calming upset customers
- Calming yourself

### Telephone Customer Service

- Mastering the telephone
- Active Listening
- Putting callers on hold
- Transferring a call
- Taking a message
- Closing the call

### Internet Customer Service

- E-Mail communication guidelines
- On-Line chat
- Additional Customer Care Channels

### Time Management Strategies

- Taking control of your time
- Task analysis
- Task prioritization
- Time wasters

### Stress Management Strategies

- What causes stress?
- Stress symptoms
- What can be done to manage or even eliminate stress?