Customer Training Policy

Customer service is perhaps the most vital part of conducting business as it reflects directly on the company. Implementing customer service training with employees is vital to having a creditable business.

**These steps outline the basic principals of customer service training.**

Identify your customer’s needs. To implement effective customer service training with employees, you first need to know what your customers expect from your staff and what their needs generally are.

Evaluate each employee’s skills and skill level. This can be accomplished simply by watching how an employee interacts with customers and what level of service they offer.

Employee evaluations should be given at least twice a year to as many as once a quarter. You want to allow the employee to give feedback on their evaluation