

Adrenaline Sports Customer Service Training

For New Employees



What is Customer Service?

Customer Service is providing a quality product or service that meets the needs/wants of the customer and keeps them coming back. Customer service includes providing quick and friendly service, building strong relationships with customers, and resolving complaints efficiently.

Customer Service Tips

- Smile when greeting a customer.
- Ask how you may be of service.
- Stay visible and available, but don't hover.
- Encourage customers to come again.
- Always give customers more than they expect.

Customer Service Phrases

- 1) Good morning/Good afternoon.
- 2) I'd be glad to help.
- 3) How can I help you today?
- 4) Let me find out for you.
- 5) Thank you.
- 6) Your welcome.
- 7) Please stop in again.



Telephone Greeting

- Begin by using a greeting such as “Good Morning!”
- Clearly state the store’s name.
- Let the caller know your name.
- Example: “Good Morning! Adrenaline Sports, this is Max.”

Customer Service Quotes

“Good service is good business.”

“Customer service is training your people to give service in outstanding fashion.”

“Do what you do so well that customers want to see it again and bring their friends.”

“Customers are an investment. Maximize your return.”