

Customer Service



Customer Satisfaction



Program Objectives (1 of 2)

- Learn to identify and analyze customer needs and problems.
- Recognize the most common reasons for customer complaints.
- Discover techniques to cultivate and maintain special customer relationships.



Program Objectives (2 of 2)

- Assess your communication style and use two-way communication skills to level with people, to accept feedback from them, and to discuss problems.
- Identify specific problems in your customer service program and apply treatment.



Questions On Being A Customer (1 of 2)

- Why do you need customer service?
- Was the service provided over the phone or in person?
- How did the customer service representative respond to your request, inquiry or problem?



Competencies (2 of 2)

- Job Knowledge.
- Judgment.
- Motivation To Serve.
- Persuasiveness/Sales.
- Planning.
- Resilience.
- Situation Analysis.
- Work Standards.



Excuses Excuses



Excuses

- List five to eight excuses you hear customer service representatives give for offering indifferent or poor customer service.
- Think of one or more ways to counter each excuse.



Common Excuses For Service Lapses (1 of 2)

- I don't have enough time.
- I don't get paid to be nice. I am measured by my productivity and accuracy.
- How can we do a good job if the computer is always down?
- Every customer is totally bonkers today.



The Customer Wants You To

- . . . Greet me.
- . . . Value me.
- . . . Help me.
- . . . Listen to me.
- . . . Invite me back.



A photograph of a middle-aged man with grey hair and glasses, wearing a grey suit and a blue striped tie, smiling broadly as he shakes hands with a woman. The woman is partially visible on the left, wearing a dark business suit. The background is plain white.

A Customer Then & Now

Walk In The Customer's Shoes



Customer-Service Yardsticks



Download “**Customer Service**” PowerPoint presentation at **ReadySetPresent.com**

165 slides include: understanding the basics of effective customer service, knowing customer wants and expectations, 14 do's and don't's, 5 slides on types of customers and how to segment them, the 4 steps to super service, 10+ slides on what to say and addressing excuses, 10+ slides on implementing a program and examining behaviors, 7 practical steps to customer service, 6 tips to induce customer cooperation, 16 words and phrases to avoid, 16 words and phrases to use, 5 ideas and realities, 9 slides on program implementation, 6 points to improve customer service skills, 28 slides describing performance standards, 9 tips on encouraging quality customer service, 16 vital action steps, Q& A's, 5 slides on increasing customer satisfaction, the top ten customer complaints, the five most common customer requests, gaining, regaining, and retaining customers, how to's and more.

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