

CUSTOMER SERVICE: Listening, Responding & Resolving

DAYS OF TRAINING: 2

PREREQUISITES: None

CUSTOMER SERVICE BASICS

Customers

The service culture

CUSTOMER SERVICE SKILLS

Organization skills

Communication factors

Personal motivation

GREETING CUSTOMERS

Greeting overview

Phone and e-mail messages

Rapport

LISTENING AND QUESTIONING

Listening

Questioning

RESPONDING

Responding to customers

Resetting expectations

Working toward solutions

RESOLVING ISSUES

Customer appreciation

Follow-up techniques

USING WHAT YOU'VE LEARNED

The implementation phase

Resources and tools

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