COURSE SYLLABUS

Customer Service Training

In this three-hour workshop, learn about customer service standards, talk about goodwill, and learn seven key principles of outstanding customer service. Practice verbal and non-verbal communication techniques, better listening practices, and questioning methods. Use problem-solving skills to assess customers' needs and resolve complaints.

> Group classes (NYC) and onsite training are available for this course. For more information, email corporate@nobledesktop.com or visit: https://www.careercenters.com/courses/customer-service-training



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Course Outline

Module 1 – Defining customer service

I. What is good/exceptional customer service?

- Case studies: three exceptional companies
- What is your company's policy?
- What is goodwill?

II. 7 Principles of customer service

- Support customers as a team, listen, don't be robotic
- Be empathetic and honest, be knowledgeable and answer in a timely manner

Module 2 – Developing customer service skills

III. Communication

Listen, patience, empathy, difficult conversations

IV. Organization

- Spreadsheets, databases, keep track of frequently asked questions
- Automation of repetitive tasks

V. Collaborative tools to help avoid multiple responses

Demo of tools

Module 3 – Solving problems

VI. How to best assess the situation

Is the customer always right?

VII. Building confidence

Knowledge of product

VIII. Listen to resolve, not to argue

Asking the kinds of questions that elicit the information you need