

# 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 in NYC and onsite training is available for this course. For more information, email [corporate@nobledesktop.com](mailto: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, patients, 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