**Customer Service II: From Representative To Professional**



**Category:**

Essential Skills

**Course Prerequisite:**

None

**Course Length:**

12 hours

**Materials:**

Included (digitally only)

**Cancellation Policy:**

Less than 14 days, 50% non-refundable , less than 7 days 100% non-refundable

**Minimum Number of Students:**

4

**Maximum Number of Students:**

20

**Delivery:**vILT or cILT  
(virtual or classroom)

**Pre-work:**

None

**Description:**

Being a Customer Service Professional (CSP) means more than simply taking orders and handling transactions. It is proactively looking out for the customer and recommending products and services to improve their short and long-term results, ultimately impacting the quality of life of each customer, business, and family.

**Phase I:** **Attitude Assessment &** **Communication Skills for Customer Service Excellence**

We will first assess the current attitude of team members and work with them to ensure they accept and embrace their role and responsibility as a CSP. Next, we will provide them with specific communication skills to navigate your customer service and transactional processes.

**Phase II: Product and Service Knowledge**

GROWTHco will facilitate the collection and discussion of each person’s lists of Products, Services, Competitive Analysis and rewards/incentives. This exercise will not only provide us with the content we need to develop materials for the course. It will also serve as a great refresher training for Managers &/or leadership. The impact of Phase I and II is often underestimated. When employees, even at the management or leadership level, take the time to research, reflect, write down, and discuss these topics, a lot of learning occurs and it reminds them of why the company and its’ products are truly superior in the marketplace.

**Phase III: Identifying New Opportunities and Engaging in Conversation**

Using the materials designed and developed during Phases I & II of this program, GROWTHco will help optimize the skills of employees in identifying new opportunities and write scripts and practice communicating with customers to recommend additional products and services.

While customers interact with staff members, staff members will be able to better uncover additional opportunities through customer observation, effective listening skills, transaction observation and account analysis. We will also introduce the incentives and rewards for the program if one is created by your company.