

**Customer Service Excellence**

**Category:**

Essential Skills

**Course Prerequisite:**

None

**Course Length:**

12 hours

**Materials:**

Included

**Cancellation Policy:**

Less than 30 days, 100% non-refundable with ability to reschedule within 60 days

**Minimum Number of Students:**

4

**Maximum Number of Students:**

15

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

**Pre-work:**

None

**Description:**

Everyone ***SAYS*** it… *“We pride ourselves on excellent customer service!”* Those who attend this course create processes and best practices to actually ***LIVE*** it!

**Training Objectives/ Topics:**

* Attributes of your best and worst customer service experiences
* Benefits of exceptional customer service
* What makes customers loyal?
* Barriers to exceptional customer service
* Emotional & Stress Management
* Coping Skills
* Phone etiquette
* Optimizing your customer touch points: CS Monitor Sheet from Greeting through Post-Resolution Communication
* How to *WOW!* your customers
  + Cross-selling items
  + Opportunities to go above and beyond…before, during & after the customer interaction
* How to handle complaints
* Professional customer service communications
  + Things never to say to customers
  + List of what to do & not do
  + How to deal with difficult situations
  + How to handle an irate customer
* Roleplaying scenarios
* Departmental Town Hall Meetings: Touring other departments