



Customer Service Series 4 Sessions – 5 Hours of Interactive Training

Quickly improve customer service skills inside your organization -- and see a significant impact at consumer level. Learn how to deal effectively with angry customers, clients, or colleagues while collaborating to create a win-win outcome. This series pinpoints the skills that will make every employee aware of the importance of excellent customer service. Series includes four complete courses: Calming Upset Customers, Connecting to Customers through Customer Service, Helping Customers through Quality Service, and The Cornerstones of Sales and Customer Service.

Benefits

- Gain trust from customers when their problems are solved
- Learn skills necessary to create a positive customer experience
- Grow your business by focusing on customer needs

About The Authors

This Customer Service training program was produced by various **LearnKey** content partners; **Kantola** and **Crisp**. Each content provider maintains relationships with an impressive list of publishers with content covering a wide variety of subject matter areas. They also have relationships with a host of subject matter experts who are distinguished authors, trainers, consultants and educators.

Calming Upset Customers

Section A: Calming Upset Customers

- Introduction
- Course Overview

Section B: Why Customers Get Upset

- People and Systems
- Why Customers Leave
- Avoidable Upsets
- Key Fact

Section C: Responding to Upset Customers

- First Impressions
- Right Words
- Key Fact

Section D: Calming Your Customers

- Listening
- Calming Techniques
- The Telephone
- Reaching Agreement
- Key Fact
- Customer Satisfaction

Connecting to Customers through Customer Service

Section A: Customer Satisfaction

- The Customer Service Connection
- Working with Customers
- Extraordinary Customer Service
- The Customer Service Resource
- Key Point

Helping Customers through Quality Service

Section A: Serving Customers, Helping People

- Customer Service
- Making Your Customers Feel Welcome
- Asking and Listening
- Giving Your Undivided Attention
- Going the Extra Mile
- Showing Appreciation
- Golden Rule

The Cornerstones of Sales and Customer Service

Section A: Customer Service and Selling

- Spectacular Service

Section B: Three Cornerstones

- Listening
- Probing
- Building the Sale

Section C: Service Impact

- Customer's Perception
- Customer Clues
- Finding Specific Needs

Section D: Strengthening Sale Knowledge

- Salesman Test