

Customer Service: Listening, Responding, and Resolving

2 days

Description

This ILT Series course is aimed at students who are in the customer service field and want to improve their knowledge of customer service basics. Students will discuss what it means to have a service culture in an organization. They will examine customer service skills that include organization, communication, and personal motivation. This course also covers customer service as a process that includes greeting, listening, questioning, responding, and resolving. Students will discuss each step of the process in detail. Students do not need to have any prior knowledge of customer service to take this course.

Prerequisites

- *None*

Course Outline

Unit 1: Customer service basics

Topic A: Customers

Topic B: The service culture

Unit 2: Customer service skills

Topic A: Organization skills

Topic B: Communication factors

Topic C: Personal motivation

Unit 3: Greeting customers

Topic A: Greeting overview

Topic B: Phone and e-mail messages

Topic C: Rapport

Unit 4: Listening and questioning

Topic A: Listening

Topic B: Questioning

Unit 5: Responding

Topic A: Responding to customers

Topic B: Resetting expectations

Topic C: Working toward solutions

Unit 6: Resolving issues

Topic A: Customer appreciation

Topic B: Follow-up techniques

Unit 7: Using what you've learned

Topic A: The implementation phase

Topic B: Resources and tools