

Excellence in Service: Basic

1 day

Description

This ILT Series course teaches students the basics of customer service. Students will learn how to develop and maintain a positive attitude, show extra attentiveness to customers, use customer-friendly language, and deal effectively with customer complaints and problems. Finally, students learn how to build rapport with customers, interpret non-verbal communication skills, provide quality customer service over the telephone, and communicate effectively through e-mail.

Prerequisites

- *None*

Course Outline

Unit 1: Customer service fundamentals

Topic A: Customer service and customers

Topic B: Customer interaction

Topic C: Customer expectations

Unit 2: Customer service skills

Topic A: Attitude and attention

Topic B: Quality of service

Topic C: Problem resolution

Unit 3: Customer management

Topic A: Dissatisfied customers

Topic B: Angry customers

Topic C: Upset customers

Topic D: Stress in service situations

Unit 4: Customer communication

Topic A: Communication fundamentals

Topic B: Interpersonal communication

Topic C: Telephone skills

Topic D: E-mail etiquette