

# Customer Service Training

What are the qualities of exceptional customer service? What are the benefits? In this three-hour workshop, participants study examples of companies that have high customer service standards, talk about goodwill, and learn seven key principles of outstanding customer service. In this hands-on class, participants practice verbal and non-verbal communication techniques, better listening practices, and questioning methods. By the end of the class, participants will be better able to use problem-solving skills to better assess their customers' needs and confidently resolve their complaints.

Group classes in Live Online and onsite training is available for this course. For more information, email [corporate@nobledesktop.com](mailto:corporate@nobledesktop.com) or visit: <https://training-nyc.com/courses/customer-service-training>



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## Course Outline

### Module 1 – Defining customer service

#### I. What is good/ exceptional customer service?

- Case studies: three exceptional companies
- What is your company's policy?
- What is goodwill?

#### II. 7 Principles of customer service

- Support customers as a team, listen, don't be robotic
- Be empathetic and honest, be knowledgeable and answer in a timely manner

### Module 2 – Developing customer service skills

#### III. Communication

Listen, patience, empathy, difficult conversations

#### IV. Organization

- Spreadsheets, databases, keep track of frequently asked questions
- Automation of repetitive tasks

#### V. Collaborative tools to help avoid multiple responses

Demo of tools

## **Module 3 – Solving problems**

### **VI. How to best assess the situation**

Is the customer always right?

### **VII. Building confidence**

Knowledge of product

### **VIII. Listen to resolve, not to argue**

Asking the kinds of questions that elicit the information you need