

Servicio al Cliente

# Introduction to Exceptional Customer Service: Attitudes for Service & Telephone Skills Training: Inbound & Outbound

Presencial

Attitudes for Service & Telephone Skills Training: Inbound & Outbound

## Lo que aprenderás

- Create an unforgettable first impression; make customers feel important
- Use a process for meeting and greeting customers; develop confidence in customer interactions
- Assess Customer Service Attitudes to set goals for improvement; apply Attitude Control Principles to manage our own attitudes
- Develop confidence in customer telephone interactions; Use conversational language to keep the interaction low pressure
- Apply human relations principles with difficult customers
- Use the inbound information gathering model to understand customer needs
- Use the outbound call purpose outline to create favorable attention

## Por qué lo deseas aprender

- Customer Experience - External Awareness - Attitude - Professionalism - Interpersonal Skills - Communication - Adaptability

## Cómo te ayudará

Attitudes for Service: \* Assess customer service attitudes to set goals for improvement \* Incorporate the four drivers of customer service to build relationships \* Apply attitude control principles to manage our attitudes \* Use conversational language to keep interaction low pressure  
Telephone Skills Training: Inbound & Outbound: \* Develop Confidence in customer telephone interactions \* Apply human relations principles to deal with difficult customers \* Use the in-bound information gathering model to understand customer

needs \* Use an outbound call purpose outline to create favorable attention