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

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Attitudes for Service & Telephone Skills Training: Inbound & Outbound

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- 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

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

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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