

CUSTOMER SERVICE FOR HELP DESK REPRESENTATIVES

DAYS OF TRAINING: 1

PREREQUISITES: None.

DEFINING CUSTOMER SERVICE

Understanding the Customer Service Environment

Who Is The Customer?

Developing a Customer Service Strategy

UNDERSTANDING THE ROLE OF A HELP DESK REPRESENTATIVE

Defining Help Desk Representative Skills

How Sharp Are Your Customer Service Skills?

DEVELOPING CUSTOMER SERVICE SKILLS

Attitude as the Key to Success

Understanding Customer Logic Theory

Good Customer Service Habits

Ineffective Customer Service Habits

CREATING CUSTOMER SERVICE SOLUTIONS

Understanding Customer Service Solutions

Taking Ownership

Listening and Taking Notes

Expressing Empathy

Utilizing Questioning Techniques

Restating the Solution and Gaining Customer Agreement

Follow-Up

Knowing What Your Customer Really Wants

LEARNING TELEPHONE SKILLS

Understanding Telephone Etiquette

Answering the Phone

Greeting the Caller

Managing the Call

Ending the Call

LISTENING SKILLS

Are You a Good Listener?

Learning Effective Listening Skills

Five Facts About Listening

The Five Most Common Poor Listening Habits

Ten Ways to Improve Listening

WORKING WITH BODY LANGUAGE

Understanding Body Language Basics

Building Rapport with Eye Contact

Understanding Facial Expressions

Using Hand Gestures

Having Good Posture

Understanding Social Space Issues

Displaying a Neat Personal Appearance

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Fleming House, 5 Fleming Road, Kirkton Campus, Livingston, Scotland, UK. Tel +44(0)845-351-0071 Fax: 01506-407-088 Website: www.a-certif.uk.com Email: contact@a-certif.uk.com

USING YOUR VOICE EFFECTIVELY

Aspects of a Good Voice

Identification of Common Voice Problems

Practice Techniques for Improving Voice Quality

WORKING WITH DIFFICULT CUSTOMERS

Tackling Difficult Customers

Take the High Road

Helping with the Angry Customer

Helping the High Maintenance Customer

Helping Other Difficult Customers

Managing a Difficult Call

The Rewards of Good Service

DEALING WITH STRESS

Understanding Stress

Evaluating Individual Stress Factors

The Science of Stress

Ways to Alleviate Stress

Relieving Stress with Relaxation Techniques