

## **CUSTOMER SERVICE SKILLS**

**DAYS OF TRAINING:** 1

**PREREQUISITES:** None.

### **DEFINING CUSTOMER SERVICE**

What is Customer Service?  
Who is the Customer?  
Developing a Customer Service Strategy  
How Sharp Are Your Customer Service Skills?  
Knowing What Your Customer Really Wants

### **DEVELOPING CUSTOMER SERVICE SKILLS**

Attitude is the Key to Success  
Understanding Customer Logic Theory  
Good Customer Service Habits  
Ineffective Customer Service Habits

### **USING EFFECTIVE BODY LANGUAGE**

Understanding Body Language Basics  
Building Rapport using Eye Contact  
Understanding Facial Expressions  
Using Hand Gestures  
Having Good Posture

### **USING YOUR VOICE EFFECTIVELY**

Aspects of a Good Voice  
Identification of Common Voice Problems  
Practice Techniques for Improving Voice Quality

### **LISTENING SKILLS**

Are You a Good Listener?  
Learning Effective Listening Skills  
Five Facts About Listening  
What Did I just Hear?  
Ten Ways to Improve Listening

### **LEARNING TELEPHONE SKILLS**

Understanding Telephone Etiquette  
Ending a Call

### **BUILDING BLOCKS OF CUSTOMER SERVICE**

Understanding the BuildingBlocks  
Taking Ownership  
Listening and Taking Notes  
Utilizing Questioning Techniques  
Restating the Solution and Gaining Customer Agreement  
Follow-up

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## **WORKING WITH CHALLENGING CUSTOMERS**

Challenging Customers  
Customer Types  
Dealing with the Feelings, first  
Managing a Challenging Customer  
The Rewards of Good Service

## **MANAGING STRESS**

Understanding Stress  
Evaluating Individual Stress Factors  
The Science of Stress  
Ways to Alleviate Stress  
Relieving Stress with Relaxation Techniques

## **RESOURCE MATERIALS**

Web Sites