

FUNDAMENTALS OF CUSTOMER SERVICE

Available Dates: **Request Dates**

Class Length: **1 day**

Cost: **\$299**

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Class Outline:

Description:

Fundamentals of Customer Service provides an overview of the basics of customer service. It provides guidelines and best practices for providing excellent customer service that will enable frontline associates and service staff in back-up and support roles to build, maintain, and increase a loyal customer base.

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Lesson 1: Understanding Customer Service

Topic 1A: Describe Customer Service

Topic 1B: Identify Customer Expectations

Topic 1C: Commit Yourself to Providing Excellent Customer Service

Lesson 2: Focusing on the Customer

Topic 2A: Create a Positive First Impression

Topic 2B: Identify and Help Meet the Customer's Needs

Topic 2C: Create a Positive Last Impression

Lesson 3: Handling Complaints

Topic 3A: Make it Easy for Customers to Complain

Topic 3B: Resolve the Problem

Topic 3C: Cope with Upset and Difficult Customers

Lesson 4: Delivering Excellent Customer Service on the Telephone

Topic 4A: Answer the Telephone

Topic 4B: Project a Positive Image Using Your Voice

Topic 4C: Transfer Calls

Topic 4D: Take Meaningful Messages

Lesson 5: Coping With Stress

Topic 5A: Describe Stress

Topic 5B: Take Preventive Measures

Topic 5C: Overcome Stress