

AGENDA

“Customer Service: A Step Above”

Thursday, November 10, 2005

9:00 a.m. Welcome & Introduction

All customers want 2 things: Solutions to problems and good feelings

Topics:

- “Identifying the customer” *(Discuss handout)*
- “What do customers want and need?” *(Discuss handout & PPT)*
- “Establishing rapport” *(Discuss handout & PPT)*
- “Perceptions are reality” *(Discuss handout & PPT)*
- “Body language” *(Discuss handout)*
- “Tone of voice” *(Discuss handout)*

10:00 a.m. – BREAK

10:15 a.m.

10:15 a.m. Topics:

- “Words that hurt or help” *(Discuss handout & PPT)*
- “Effective Listening” *(Discuss handout)*
- **Q&A - Customer questions**
- “Why do customers get upset?” *(Discuss handout)*
- “Dealing with angry people” *(Discuss handout)*

11:00 a.m. – BREAK

11:15 a.m.

11:15 a.m. Topics:

- “Skills for staying calm” *(Discuss handout)*
- “Customer situations” *(Discuss handout)*
- Tips for better customer service

NOON

End of teleconference