



Customer Service: A Step Above

September 4, 2008
9:00 a.m. – 12:00 p.m.

9:00 - 9:05 a.m. WELCOME & INTRODUCTION OF LINDA SLOAN

9:05 – 10:00 a.m.

- All customers want 2 things: solutions to problems and good feelings
- Identifying the customer (*handout*)
- What do customers want and need? (*handout and PPT*)
- Establishing rapport (*handout and PPT*)
- Perceptions are reality (*handout and PPT*)
- Body language (*handout*)
- Tone of voice (*handout*)

10:00 – 10:10 a.m. BREAK

10:10 a.m.

- Words that hurt or help (*handout and PPT-- Words to avoid*)
- Effective listening (*handout*)
- Customer questions
- Why do customers get upset? (*handout*)
- Dealing with angry people (*handout*)

11:00 - 11:10 a.m. BREAK

- Skills for staying calm (*handout*)
- Customer situations (*handout*)
- Tips for customer service

12:00 p.m. CLOSE