

## Glad I Could Help

Glad I Could Help illustrates to employees how to respond positively in difficult customer service situations. Employees will see the most common internal and external customer service situations, both over the phone and face-to-face. In each situation, employees will learn that by responding with a "glad I could help" attitude, customers will feel positive about the employee, the organization, and the way they have been treated- ultimately creating long-term customer loyalty.

### Who Should Take the Course

For All Employees

### Key Learning Points

- Understand that the number one thing that really matters to customers is how they are treated
- Keep your focus on what you can do to solve a customer's problem
- Exhibit a "glad I could help" attitude when dealing with customers
- Make sure the customer is left with a positive, memorable impression

### Course Details

- Length: Agenda Option: 4, 3, and 2 hr
- Format: Facilitated classroom; self-study
- Min/max participants:
- Pre-requisites:
- Other: Available in Spanish
- SMART-START™ Customer Service Companion Video for pre/post training
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