

## Customer Service for Help Desk

This program is designed specifically for a help desk or a call center. It is interactive and encourages participation (and fun). This session was successfully conducted for parts and service employees of local companies.

### What You Will Learn

- Excellent customer service
- “Active” listening
- Telephone basics
- General guidelines
- The power of “positive phrasing”
- Putting a customer on hold
- Transferring a call
- Upset customers
- Developing a “help philosophy”

### Who Should Attend

This program is designed specifically for a help desk or call center customer service employees