

## Customer Service for Professionals

This program offers a mix of theory and practical application designed for an educated audience. The following are general topics that are modified and tailored to a specific organization. This session has been conducted with several professional groups, including computer engineers.

### What You Will Learn

- Customer service par excellence
- “Active listening”
- Perception
- Moments of truth
- What’s important to your customers?
- Barriers to your service
- Handling complaints
- Service recovery
- Upset customers
- Telephone guidelines
- Putting a customer on hold
- Transferring a call
- Taking a message
- E-mail
- In-person communication
- Celebrate success and motivation techniques

### Who Should Attend

Staff at all levels of an organization that has customer contact.