

# Simply a Better Way to Learn!



S K I L L S U P G R A D I N G

## Customer Service

### Course Introduction

The Customer Service course will teach students the fundamentals of customer service, and help them to develop core competencies for providing excellent customer service.

Students learn the definition of customer service, who their customers are, and how to be customer service oriented through description and examples. They learn tips for managing time and stress, communicating effectively with customers, and managing customer relationships.

The course highlights being prepared, and dealing professionally with customer conflicts and complaints. It identifies common customer service pitfalls and explains how to avoid making them. It also emphasizes the importance of gathering and responding to customer feedback, and maintaining a professional image.

Students are given ample opportunity to practise, apply and develop their customer service skills through the completion of hands-on tasks. The tasks focus on identifying good and bad customer service techniques, by analyzing and responding to various customer service scenarios.

### Course Prerequisite(s)

None.

### Course Aim

To provide a comprehensive, hands-on approach to customer service.

### Of Interest to

Those who want to develop or enhance customer service skills.

### Course Breakdown

#### Lesson 1:

Defining Customer Service; Being Customer Service Oriented; Managing Time and Stress

#### Lesson 2:

Developing Verbal Communication; Communicating a Customer-Friendly Attitude; Getting in Tune With Your Customers; Developing Written Communication

#### Lesson 3:

Following Processes and Procedures; Understanding Customer Relationship Management; Meeting and Exceeding Customer Needs

#### Lesson 4:

Being Prepared; Dealing With Complaints and Mistakes; Winning Over Difficult Customers

#### Lesson 5:

Avoiding Customer Service Pitfalls; Gathering and Responding to Feedback

#### Lesson 6:

Maintaining Service Levels; Developing Effective Service Quality Teams; Keeping Up with the Times

### Course Notes

Course manual provided for on-going reference.

Upon completion of the course, there is a final exam. Participants who achieve 75% or higher on their exam will receive a certificate.

