



CUSTOMER SERVICE TRAINING

Facilitator: Keya Smith

KEYA SMITH

TO SCHEDULE A CUSTOMER SERVICE TRAINING
CONTACT EASTERN SHORE COMMUNITY COLLEGE
757-789-1752

This presentation on the website is simply a synopsis of the Customer Service Training. For an impactful learning experience, contact the number above.

WHAT CUSTOMER SERVICE IS...

Customer Service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high-quality service and assistance before, during and after the customer's requirements are met.



WHAT CUSTOMER SERVICE IS...

1. Exceed the Customer's Expectations



WHAT CUSTOMER SERVICE IS...

2. Be consistent



WHAT CUSTOMER SERVICE IS...

3. Give the customer a REASON to return



MODULE TWO:
CUSTOMER SERVICE AND THE OPERATION OF YOUR
COMPANY

The Mission and Vision Statement of every organization is crucial for optimal operation and success.



CUSTOMER SERVICE AND THE OPERATION OF YOUR COMPANY

What is your main source of
revenue?



CUSTOMER SERVICE AND THE OPERATION OF YOUR COMPANY

WHAT DOES THAT MEAN TO YOU?

CUSTOMER SERVICE AND THE OPERATION OF YOUR COMPANY

Providing Excellent Customer Service is your way of building Job Security.



MODULE THREE: PROFESSIONALISM AND ITS RELATIONSHIP TO CUSTOMER SERVICE

Non-verbal communication counts for most of communication.

MODULE THREE: PROFESSIONALISM AND ITS RELATIONSHIP TO CUSTOMER SERVICE

Remember when we talked about prepping for work consistently

1. Put a smile on
2. Always greet your customers
3. Be courteous and polite
4. Attitude is a mindset

MODULE THREE: PROFESSIONALISM AND ITS RELATIONSHIP TO CUSTOMER SERVICE

5. Timeliness

6. Dress Professionally

7. Represent yourself and the company

8. You should never be on the cell phone (especially with a personal phone call) when you are providing service to a customer

9. Be competent at your job

BEING A CUSTOMER SERVICE CHAMPION

Ask yourself: Am I committed to becoming a
Customer Service Champion?



BEING A CUSTOMER SERVICE CHAMPION

THANK YOU!