

## Customer Service Training Course Outline

### Foreword:

In order to create customer satisfaction, you need to go beyond good customer service and exceed your customers' expectations with exceptional service. In order to achieve this it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deliver exceptional customer service?
- Currently how do you improve your Customer Service Skills and approaches?
- Do you strive to continuously improve your customer service?
- Do you listen to your customers and their needs?
- Do you currently listen effectively to uncover the customer's true needs?
- Are internal customers understood and prioritised?

This Customer Service Training Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

### Outcomes:

- Explain what customer service means in relation to internal & external customers
- Recognise how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate return business
- Practice techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customers
- Acquire tools for recovering difficult customers
- Understand when to escalate

#### Customer Service Training Course - Lesson 1 Who we are and What we do

- Who are customers (internal/external)
- What is customer Service?
- Who are customer Service Providers?

#### Customer Service Training Course - Lesson 3 Identifying and Addressing their Needs

- Understanding the customer's problem
- Staying outside the box (not jumping to conclusions)
- Meeting basic needs
- Going the extra mile

#### Customer Service Training Course - Lesson 5 In-Person Customer Service

- Dealing with at-your-desk requests
- The advantages and disadvantages of in-person communication
- Using body language to your advantage

#### Customer Service Training Course - Lesson 7 Providing Electronic Customer Service

- The advantages and disadvantages of electronic communication

#### Customer Service Training Course - Lesson 2 Establishing your Attitude

- Appearance counts! (even if not in person)
- The power of the smile
- Staying energised
- Staying positive

#### Customer Service Training Course - Lesson 4 Generating Return Business

- Following up
- Addressing complaints
- Turning difficult customers around

#### Customer Service Training Course - Lesson 6 Giving Customer Service over the Phone

- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks

#### Customer Service Training Course - Lesson 8 Recovering Difficult Customers

- De-Escalating anger
- Establishing common ground

# Sample Customer Service Training Program Outline Template

**Francis K. O. Yuen, Kenneth L.  
Terao, Anna Marie Schmidt**



## **Sample Customer Service Training Program Outline Template:**

Training Budgets Step-by-Step Diane C. Valenti, 2004-01-16 Training Budgets Step by Step is a useful guide that walks you through each phase of the process so that you will have the information you need to develop a successful training plan and accurate budget that will get results for your organization Training Budgets Step by Step gives you Clear cut instructions on how to perform each step An illustrative case study that helps define every phase of the process Blank templates that you can tailor to your organization Written by training expert Diane Valenti the book shows you everything from how to conduct the data gathering process to help determine the types of training to create to how to present a completed budget 3 4 one that aligns strategically with your organization s goals Every step of the way the author provides a wealth of templates worksheets lists of questions to ask action plans flow charts interview summary sheets and other helpful job aids Training Budgets Step by Step also includes a CD ROM that contains the book s worksheets and templates that can be easily reproduced and customized

*Marketing Plan Templates for Enhancing Profits* Elizabeth Rush Kruger, 2015-11-10 This workbook coaches business leaders to magnify the profits of a business They learn a unique scientific system for predicting and achieving results Their systematic decisions will spark the profits of any business This system comprises all strategic decisions in the marketing plan for a business The first part uses the SWOT Analysis to assess its strengths and weaknesses and identify possible opportunities and threats The SWOT Analysis clarifies the mission target market specialty and suppliers of the business The questions at the end of these four chapters guide business leaders to focus on quality describe key customers compete on strength and delegate weaknesses The next part positions the business relative to its competitors with marketing mix decisions Business leaders specify its products and services and how to distribute promote and price them These four chapters close with questions that lead the business to offer treasures deliver delight trumpet empathy and price as valued The final part motivates them to implement their decisions The closing questions motivate business leaders to target key prospects reward the best concentrate resources and jump into action These twelve decisions transform a marketing plan and build the business Her unique scientific system coaches business leaders to use the 80 20 rule to magnify their profits

10 Steps to Successful Business Writing, 2nd Edition Jack E. Appleman, 2017-11-14 In Today s Business World You Are What You Write Good writing can launch a career It has the power to break through clutter and capture readers imaginations And good writing is not just a skill that marketers must master Most workplace communication takes written form and with the rising number of communication channels social media instant messaging blogs we re writing more and faster than ever With new chapters on electronic communication 10 Steps to Successful Business Writing is your guide to capturing readers attention and imagination Writing instructor and coach Jack Appleman uses examples and exercises to help you write with clarity and confidence This updated edition covers the essentials of how to organize your text to hold your readers attention edit yourself for grammar tone and excess words and master the documents for any workplace

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**Effective Grant Writing and Program Evaluation for Human Service Professionals** Francis K. O. Yuen, Kenneth L. Terao, Anna Marie Schmidt, 2013-07-29 A state-of-the-art guide for developing grants with a strong emphasis on using program outcome measurement to underscore need and accountability. Based on the authors' many years of experience in the public and nonprofit sectors, *Effective Grant Writing and Program Evaluation for Human Service Professionals* integrates the topics of grant proposal writing and program evaluation, offering grant seekers the practical guidance they need to develop quality proposals, obtain funding and demonstrate service results and accountability. The authors clearly and succinctly illustrate and describe each stage of the grant writing and evaluation process. Problems or issues that arise frequently are highlighted and followed by specific advice. In addition, numerous real-world examples and exercises are included throughout the book to give readers the opportunity for reflection and practice. This timely reference incorporates a strengths perspective, providing an inside look at the grant writing and evaluation processes with insights from experienced grant writers, agency administrators, foundation program managers and grant reviewers. Specific examples of successful grant proposals and evaluation plans and instruments serve as models for learning and practice. Field-tested individual and group exercises facilitate the development of grant writing and evaluation skills. Discussion of electronic technology in grant writing and evaluation, including writing and submitting grant proposals online and identifying funding sources. This grant writing and program evaluation guide follows a needs-driven, evidence-based, result-oriented and client-centered perspective. Its authoritative discussion equips human service professionals to effectively develop grants with a strong emphasis on measuring program outcomes.

**Quality Management System Handbook for Product Development Companies** Vivek Nanda, 2005-01-27 *Quality Management System Handbook for Product Development Companies* describes a systematic approach for quality management and continuous improvement via a formal management system. The approach centers on a high-level process for defining a QMS from essential prerequisites to improvement mechanisms. The book outlines the five major QMS.

**Software Project Management Kit For Dummies?** Greg Mandanis, Allen Wyatt, 2000-05-11 The seasoned programmer and novice alike find this reference the ideal resource for getting a project off to the right start. Friendly, practical advice is combined with the latest software in this *For Dummies* edition. Follow your expert guide through planning, development, testing and implementation—the first steps to your project's success. Then get your hands on scheduling, assigning resources and estimating costs, and best of all, making your software happen. The book's CD-ROM includes trial versions of Microsoft Project 2000, Soffrant TRACK and Cost Xpert, as well as templates and a wealth of other planning tools.

**The Ten-Minute Trainer** Sharon L. Bowman, 2011-01-13 Discover 150 job training room-proven exercises, activities sure to reduce delivery time, increase retention and improve knowledge and skill.

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details Reasons for creating and implementing a CoE How to identify stakeholders and the level of training they require Training and communication tools to consider Ideas for measuring training efficacyTools Resources in this issue are an annual communication training calendar template and an incident communication plan template English Language Training in the Workplace Qing Xie,2016-07-18 Workplace English language training programs represent a corporate investment in language skills enhancement and human capital development This book evaluates English language training programs in Chinese workplaces by examining a range of training effectiveness variables and identifying the factors that facilitate or hinder effective learning outcomes for workplace English training programs and explores the potential benefits of these programs This book will benefit both companies that are developing their training and development strategies and private training organizations that are developing training programs for particular industry and business needs It will also be an excellent resource for learners who are seeking business English communication skills opportunities and trainers who are refining their workplace teaching practice This book reiterates the significance of business English communication skills development programs in terms of the benefits to economic globalization human capital development employability sustainable livelihoods and lifelong learning in China Having conducted a policy evaluation at both the national and local levels this book also informs policy stipulation for corporate employee language training schemes Although this book primarily examines corporate experience in China the findings and recommendations will have important implications for other countries in Asia and worldwide Business Email Writing John Lewis,2025-03-28 Customer Service Is Your Secret Sales Engine Use It Right Most businesses overlook customer service yet it s the key to driving retention revenue and reputation This book gives you the tools and proven templates to transform every interaction into a strategic advantage Turn support emails into loyalty and sales Recover lost customers before they leave for good Use service data to improve products marketing CX Quantify the true ROI of great and poor service Backed by global research and real world examples this guide shows why fixing one complaint can be worth more than a full ad campaign and how smart service drives long term growth If you want more bookings more referrals and more loyal customers start here **101 Sample Write-Ups for Documenting Employee Performance Problems** Paul Falcone,2010-03-24 Whether you re addressing an initial infraction or handling termination worthy transgressions you need to be 100 percent confident that every employee encounter is clear fair and most importantly legal Thankfully HR expert Paul Falcone has provided this wide ranging resource that explains in detail the disciplinary process and provides ready to use documents that eliminate stress and second guessing about what to do and say Revised to reflect the latest developments in employment law the third edition of 101 Sample Write Ups for Documenting Employee Performance Problems includes expertly crafted easily customizable write ups that address sexual harassment absenteeism insubordination drug or alcohol abuse substandard work email and phone misuse teamwork issues managerial misconduct confidentiality breaches social media abuse and more With each sample document also including a performance

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