

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 engaged
- 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

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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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and cohesive team Enhance operational efficiency with the latest technological tools and design a menu that s not only cost effective but also a delight for customers Integrate inventory management systems that reduce waste and costs and implement customer service strategies that shine even with a lean staff Whether it s handling peak times managing finances or navigating legal intricacies this book covers all bases With chapters on crisis management and stories of real world restaurant successes you ll glean insights and inspiration to keep your business resilient This isn t just a book it s a masterclass in building a sustainable and prosperous restaurant in challenging times Elevate your establishment to new heights with these proven strategies and turn your staffing crisis into your greatest strength The Complete Guide to Customer Support Joe Fleischer,2002-01-04 Today s support operations face greater responsibilities than the help desks of the 1990s That s because customers expect 24x7 assistance on whatever channel they choose no matter what type of products and or services they buy The Complete Guide t **A Standard for Enterprise Project Management** Michael S. Zambruski,2008-07-28 Providing structured yet adaptable models of project success within an organization A Standard for Enterprise Project Management explains each of the basic elements needed for project success and integrates them into a balanced life cycle continuum It also supplies an inventory of practical policies procedures techniques and templates for consistent management of projects The book first discusses project authorization and initiation followed by analysis and planning It then covers execution control and closure Each phase contains an explanation and an illustration of how to optimize success Throughout the text the author refers to numerous appendices that constitute both blank and completed templates He provides details on how to use these tools with an emphasis on balancing the benefits of standardization and the need for flexibility The accompanying downloadable resources encompass a color version of the book with four bonus features Quick start with Project 2003 that offers a one page tutorial and three pages of screen prints designed to quickly generate readable and concise project plans Complex project readiness grid that suggests how to manage intricate interrelationships in a project or program environment Project management competency development grid that outlines a program for developing key skills among project managers within an organization Traceability matrix that illustrates how various levels of requirements and final solutions are interrelated This book offers a painless guide to quickly getting business initiatives out of the clouds and onto the ground Blending the rigor and discipline of project management with the thoroughness of business analysis it shows how to successfully build complement and enhance project management and business analysis in any organization Operationalize a Code of Ethics Robbi-Lynn Watnik,2014-10-18 Code of ethics CoE an outline of organization s values and its desire to conduct business with integrity have been around since AD 275 And although leaders and employees may believe the ethical documentation is appropriate for a company to have they may be hesitant to invest the time and resources to create and implement it In this issue of TD at Work Robbi Lynn Watnik guides you in how to create awareness and understanding with employees and stakeholders about a code of ethics Further she

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 efficacy Tools 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

improvement plan outcomes and consequences and a section of employee rebuttal it s easy to see why over 100 000 copies have already been sold making life for managers and HR personnel significantly easier when it comes to addressing employee performance issues *Handbook of Information Security, Threats, Vulnerabilities, Prevention, Detection, and Management* Hossein Bidgoli,2006-03-13 The Handbook of Information Security is a definitive 3 volume handbook that offers coverage of both established and cutting edge theories and developments on information and computer security The text contains 180 articles from over 200 leading experts providing the benchmark resource for information security network security information privacy and information warfare *Resources in Education* ,2001-04 *Sales Hiring Made Easy* Rakesh Sharma, Unlock the secrets to building a champion sales team with Sales Hiring Made Easy This comprehensive guide takes you step by step through the entire hiring process from sourcing top talent to onboarding your new sales champions With expert strategies interview techniques and practical templates you ll be equipped to find and hire the best salespeople for your business Whether you are a seasoned HR professional or a small business owner this book is your ultimate resource for creating a winning sales team that drives success **Rapid Instructional Design** George M. Piskurich,2015-01-20 The classic guide to instructional design fully updated for the new ways we learn Rapid Instructional Design is the industry standard guide to creating effective instructional materials providing no nonsense practicality rather than theory driven text Beginning with a look at what instructional design really means readers are guided step by step through the ADDIE model to explore techniques for analysis design development intervention and evaluation This new third edition has been updated to cover new applications technologies and concepts and includes many new templates real life examples and additional instructor materials Instruction delivery has expanded rapidly in the nine years since the second edition s publication and this update covers all the major advances in the field The major instructional models are expanded to apply to e learning MOOCs mobile learning and social network based learning Informal learning and communities of practice are examined as well Instructional design is the systematic process by which instructional materials are designed developed and delivered Designers must determine the learner s current state and needs define the end goals of the instruction and create an intervention to assist in the transition This book is a complete guide to the process helping readers design efficient effective materials Learn the ins and outs of the ADDIE model Discover shortcuts for rapid design Design for e learning Millennials and MOOCs Investigate methods for emerging avenues of instruction This book does exactly what a well designed course should do providing relevant guidance for anyone who wants to know how to apply good instructional design Eminently practical and fully up to date Rapid Instructional Design is the one stop guide to more effective instruction

Fire Officer: Principles and Practice Michael J. Ward,2013-12-06 Your Complete Fire Officer I and Fire Fighter II Training Solution The National Fire Protection Association NFPA and the International Association of Fire Chiefs IAFC are pleased to bring you the Third Edition of Fire Officer Principles and Practice the next step in the evolution of Fire Officer I and II

training Covering the entire spectrum of the 2014 Edition of NFPA 1021 Standard for Fire Officer Professional Qualifications the Third Edition includes the following updates Separation of Fire Officer I and II Level content throughout the textbook and student instructor and technology resources The latest developments in social media and media relations NIST research on fire dynamics fire fighter safety and health issues and fireground accountability and rapid intervention practices A reorganization of chapters to improve course delivery including a new chapter on Rules of Engagement New end of chapter tools including Fire Captain Fire Officer II activities and comprehensive case studies that progress within each chapter throughout the textbook All new Voices of Experience essays and Near Miss Reports Addresses the course objectives for FESHE s Principles of Fire and Emergency Service Administration model curriculum Build the next generation of great fire service leaders with the Third Edition of Fire Officer Principles and Practice

PMP: Project Management Professional Exam Study Guide Kim Heldman, 2013-06-10 The ultimate package for preparing you to take the PMP exam Project management is one of the most desired skills in today s IT marketplace and the Project Management Professional PMP exam reflects your level of proficiency and preparedness as a project manager This comprehensive study guide features the Sybex test engine with two practice PMP exams electronic flashcards two hours of audio review as well as two bonus Certified Associate in Project Management CAPM exams The book covers a wide range of project management and exam topics concepts and key terms Not only does this must have resource reflect the very latest version of the exam it is written by popular project management expert Kim Heldman who is the author of the six previous editions of this top selling book Prepares you to take the Project Management Professional PMP exam as well as the Certified Associate in Project Management CAPM exam both offered by the Project Management Institute PMI Covers all exam topic areas plus a wide range of project management processes concepts and key terms Uses real world scenarios and How This Applies to Your Current Project sidebars to fully illustrate concepts Readers get access to invaluable study tools with testing software practice exams electronic flashcards and over two hours of audio review PMP Project Management Professional Exam Study Guide Seventh Edition helps you prepare for the PMP exam and also serves as an essential resource for becoming a more astute project manager PMI CAPM PMP and Project Management Professional are registered marks of the Project Management Institute Inc

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