

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

**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

Full House, Short Staff Sarah Thompson, 2024-08-06 Solve Your Staffing Woes and Elevate Restaurant Excellence In today s competitive restaurant industry staffing shortages aren t just a challenge they re a crisis Dive into Full House Short Staff Strategies for Restaurant Success and discover the practical strategies you need to not only survive but thrive amid the staffing storm With insightful analysis this indispensable guide examines the root causes of workforce shortages and their ripple effects on your daily operations Uncovering your establishment s unique strengths and weaknesses you ll receive actionable advice tailored to your specific needs Discover how to create an inviting work environment that attracts the cr me de la cr me of local talent Learn innovative recruitment methods and effective interview techniques that streamline your hiring process ensuring you onboard the best candidates swiftly and efficiently Successfully

retaining top talent is the dream of every restaurant owner and with comprehensive training programs continuous education and career development pathways it becomes your reality Explore the merits of cross training to achieve remarkable flexibility and employee engagement leading to a more motivated 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

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 situation It doesn t matter if you re drafting a business plan an email or a Facebook post Forget the shorthand drop the exclamation points and ditch the emojis Learn to create concise persuasive and powerful text with 10 Steps to Successful Business Writing

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 **Customer Care Pat**

Gannon-Leary, Michael McCarthy, 2010-03-15 Customer Care provides a detailed course suitable for delivery to library staff at all levels It can be used as a stand alone reference work for customer care processes and procedures or alternatively it can be used by library staff to tailor a customer care course to suit the requirements and training needs of their own staff Dual use reference work and or training manual Potential as a text book Applicable to a wider context than LIS could be used for a whole HEI institutional approach to customer care or in local authorities public services **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 *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 serving as models for learning and practice Field tested individual and group exercises that 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 *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 *Handbook of Medical Device Design* Richard C. Fries,2019-08-15 First published in 2001 This handbook has been written to give those professionals working in the development and use of medical devices practical knowledge about biomedical technology regulations and their relationship to quality health care 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 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 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 transfer Do you want to create a lot of training in a little time Do you wonder how to involve your learners without wasting their time or yours Do you want to use your training time wisely and well The Ten Minute Trainer is just what you need Written for the busy training professional this practical grab it and go book will show you how to design and deliver effective training programs in less time and with increased learner retention Based on two major concepts shorter segments of instruction are better than longer ones and learners remember more when they are involved in the learning this book provides 150 quick high energy ways to involve your learners without sacrificing content This timely resource will also help you organize your training time so that your learners get the most from your instruction With The Ten Minute Trainer as your guide you will be able to Choose from 140 Got a Minute activities proven to help learners review repeat and remember important information Use ten short Take Five games to RAP up the learning Reinforce Apply and Practice so that learning is moved rapidly into long term memory Soak up ordinarily wasted instructional minutes with thirty Time Sponges such as Quick Starts Take a Break and Early to Finish activities Apply two powerful instructional tools the Learning Compass and Training Map to shorten your

training design and delivery time Include four Get a CLUE elements to increase motivation and memory Use five Power Hour Training Templates to create a custom training session on any topic for any size group and any age learner Change your concept of training time as you use small but mighty seconds and minutes in creative interesting and memorable ways Become a more time efficient training professional and be able to explain the what why and how of it all to your training colleagues Sharon Bowman a thirty year veteran teacher and trainer and author of seven popular training and motivation books welcomes you into her world of fast paced shorter is better high energy teach it quick and make it stick training An awesome guide for anyone who wants to spark engagement and learning Its nuggets of wisdom creative suggestions and reader friendly format make it a perfect resource for promoting effective training Thank you Sharon Mel Silberman author 101 Ways to Make Training Active and Training the Active Training Way Aware ,1996 **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 *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 **The Communicating Principal** Trinette Marquis, Natalie A. Nash, 2021-12-08 The demand for effective communication and marketing at the campus level has never been more urgent and yet most administrators come into the role with little public relations expertise or background Schools must navigate incredibly complex societal issues while they compete for students engage families and inspire staff and community members to give their best efforts and support The Communicating Principal Practical Strategies for School Leaders provides real world stories best practice guidelines and practical communication checklists designed to help school leaders better understand their community and bring them in to co create a vision for positive transformation From social media and websites to crisis and internal messaging this book shares systems and supports that make communicating easier and more effective Every topic is covered from the lens of a principal what you need how it can be done quickly and inexpensively and how to measure success so that it can be shared and replicated Not every school or district can afford a communication professional The Communicating Principal is the next best thing

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

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