

BUSINESS SKILLS

LONG DISTANCE CUSTOMER SERVICE



MAKING THE DIFFERENCE VIA PHONE AND EMAIL

Format:

*Instructor-Led group-paced,
classroom-delivery learning model
with structured hands-on activities.*

Course Length:

1/2 Day

Course Description

You need to respond to customer service queries via a remote system such as email or the telephone. In order to do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will learn important principles and skills you can utilize as a remote customer service representative.

Course Objective:

You will practice skills and apply principles for providing customer service remotely, via telephone and the web.

Target Student:

New employees in a telephone or electronic-based customer service role in any industry, or current employees in this role in need of developing these skills.

Hardware Requirements

- Pentium 90 MHz or higher processor, or Macintosh PowerPC.
- Screen resolution of 800 x 600 set to 256 colors.

Software Requirements

- Windows® XP Home Edition, or XP Professional.
- Microsoft Internet Explorer 5.0x, 5.5, 6.0; or Netscape Navigator (excluding 6.0 and 6.1).
- Adobe Acrobat Reader 6.0 or higher
- Apple QuickTime 5.0 or higher
- Macromedia Flash Player 6.0.79 or higher
- Macromedia Shockwave 7.0.2, 8.0, 8.5, 8.5.1 or higher.
- Turn off pop-up blocking. (Windows XP with Service Pack 2 Internet Explorer users only.)

PREREQUISITE EXPERIENCE:

*Written
communication and
typing skills*

*Familiarity with
telephone, email,
and web-based
communication tools.*



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Performance - Based Objectives

Upon successful completion of this course, students will be able to:

- *manage the customer's initial contact.*
- *address the customer's issues.*
- *close communications with the customer once all issues have been resolved.*

Course Content

Lesson 1: Managing the Customer's Initial Contact

- *Topic 1A: Accept a Customer Contact*
- *Topic 1B: Address a Customer's Emotional State*
- *Topic 1C: Address Your Own Emotional State*

Lesson 2: Addressing Customer Issues

- *Topic 2A: Assess Customer Issues*
- *Topic 2B: Develop Solutions*
- *Topic 2C: Negotiate to Reach a Solution*

Lesson 3: Closing Communications

- *Topic 3A: Upsell Additional Products*
- *Topic 3B: Conclude Customer Contact*
- *Topic 3C: Follow Up*
- *Topic 3D: Release Stress*