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Anticipatory Customer Service Experience Training

Due to Covid-19 safety restrictions PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

Course Overview

Through discussion, group, and individual activities, this one (1) day course teaches the critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

At the end of this course, participants will be able to do the following:

- Demonstrate a customer service approach
- Understand how your own behavior affects the behavior of others
- Demonstrate confidence and skill as a problem solver
- Apply techniques to deal with difficult customers
- Make a choice to provide customer service

Schedule

Duration

1 Day

Price



\$895

Course Outline

Module 1: What is customer service?

- Definitions
- The First Critical Element - A Customer Service Focus

Module 2: Who Are Your Customers?

Module 3: Meeting Expectations

Module 4: The Second Critical Element - Defined in Your Organization

- What are Our Standards?

Module 5: The Third Critical Element - Given Life by the Employees

- What do you think?

Module 6: Communication Skills

- Empathy
- Defining Communication
- Asking Questions

Module 7: Telephone Techniques

- Telephone Basics
- Handling Everyday Requests
- Tips and Tricks

Module 8: Dealing with Difficult Customers

- Small Group Work

Module 9: Dealing with Challenges Assertively

- An Assertiveness Model
- Small Group Work

Module 10: The Fourth Critical Element - Be a Problem Solver

- Reducing Conflict
- Problem Solving in Six Steps



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- Role Play

Module 11: The Fifth Critical Element—Measure It

- Tools to Use
- Measurement in Practice

Module 12: The Sixth Critical Element - Reinforce It

- Reinforcement Techniques
- Power Talk

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Starting at **\$895**

ATTENTION

For GSA pricing or Contractor quotes call
[240.667.7757](tel:240.667.7757)



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Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.