

Course Summaries: Customer Service

Winning Through Customer Service

- Effectively communicating with customers and colleagues
- Conducting customer service transactions efficiently and successfully
- Dealing with difficult customer situations

Delivering Customer-Focused Service

- Displaying professional and its impact on the customer service role
- Identifying the four essential communication skills
- Internalizing and employing the four-step customer service process

STAR Service

- Synching up with the customer
- Targeting the customer's needs
- Assisting the customer with his or her needs
- Reaffirming the assistance and the relationship

Dealing with Difficult Customer Situations

- Building a proactive, problem-solving culture
- Communicating clearly and efficiently with customers
- Adapting to a customer's personal behavior style

