

COM-FSM Pohnpei Campus
Career & Technical Education
Customer Service Workshop
December 3, 2013, 1-2pm
Blue Plate Café
By Debra W. Perman

What Customers Want?



Speedy
Service



Effort



Options



Be
Understood



Confidentiality



Important



Positive
Surprise



Satisfaction



Value for
Money



Simplicity



Consistency



Reliable

1. Ice breaker activity: Sharing of Customer Service Experiences both pleasant and unpleasant; discussions on possible solutions to issues presented.

The ABCs of Customer Service

Service As Simple As ABC: 26 Tips for Working Better with Customers

- A - Arrive at work on time, prepared, and with a smile.
- B - Believe in the organization and the products or services you are representing.
- C - Choose an attitude of service. Your customers should feel that you enjoy your job.
- D - Dress appropriately for the work that you do.
- E - Empathize with customers, and show them that you understand.
- F - Find answers if you don't have them.
- G - Give customers outstanding service even when they are not buying from you.
- H - Help coworkers and other internal customers when needed.
- I - Initiate contact with customers. Don't wait to be approached.
- J - Justify your reasoning and offer available alternatives when you must say "no."
- K - Know as much as possible about your organization and its products and services.
- L - Leave your personal problems at the door.
- M - Mind your manners. Say "please" and "thank you" often.
- N - Never say, "That's not my job."
- O - Own problems. Don't pass the buck.
- P - Prioritize what's important. People should come before inventory, internal processes, etc.
- Q - Question your organization about policies and procedures that hinder your ability to give good service.
- R - Respond quickly and efficiently to customer requests.
- S - Speak clearly and professionally. Save slang for your off time.
- T - Treat people fairly, and apply policies and processes consistently.
- U - Use body language that says "I'm here and ready to help."
- V - Verify that your customers are satisfied and that you have answered all of their questions before ending calls, sales, and other interactions.
- W - Walk customers through any complicated processes or procedures to reduce confusion later.
- X - X-out complaining, personal conversations, and other behaviors that reduce your ability to remain positive and engaged.
- Y - Yell and yell back at **no one** while at work. Keep your conversations professional at all times, even if you are being attacked.
- Z - Zero in on how you can help by listening more and talking less.

2. True or False Activity-Listening skills; Each student lists 2 true statements of themselves and 1 false; pair up with fellow students and recite statements and have them guess which ones are true or false.

12 Customer Service Phrases

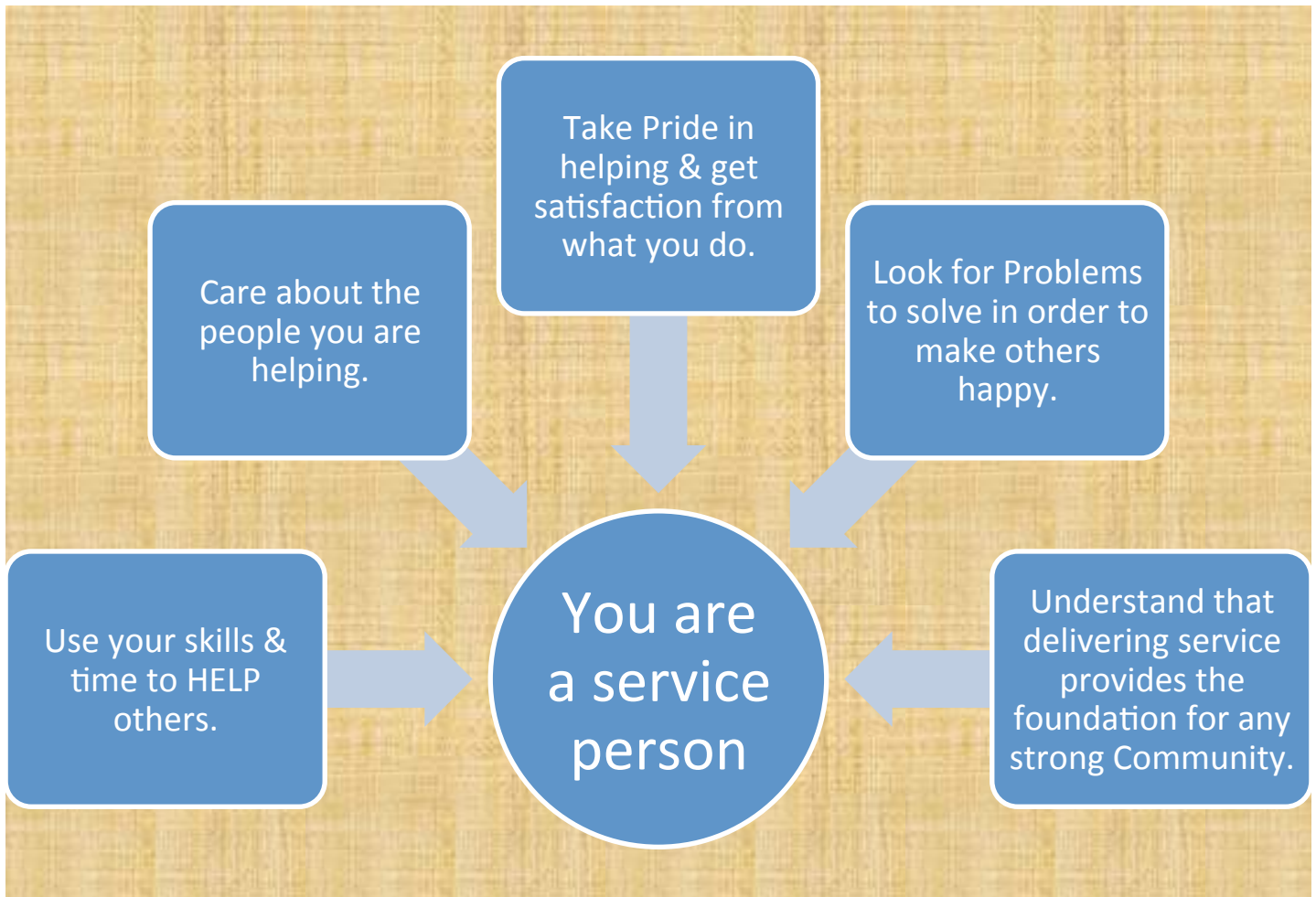
As a service representative, you are the face and voice of your organization. By choosing your words wisely, you will project a professional image for yourself and the group you represent.

The following phrases are 12 of our favorites at Business Training Works. They either set a positive tone, indicate a willingness to help, or show appreciation. Improve the service you provide by incorporating them into your conversations with customers.

1. **Good morning./Good afternoon.**
2. **How may I help you?**
3. **Let me be sure that I understand.**
4. **May I ask you a few questions?**
5. **It would be my pleasure.**
6. **What I can do is....**
7. **I am sorry that happened.**
8. **Let me find out for you.**
9. **Let me find someone who can answer that for you.**
10. **Thank you.**
11. **You're welcome.**
12. **Please come see us again./Please call again.**

3. Students translate statements into the local vernacular.

- Try to view information from your customers' shoes. It will help you to seem more human and understanding.
- Ask questions of your customers and really listen to the answers.
- If customers tell you something is not right, don't dismiss what they say.
- Find ways to agree with your customers when you can.
- Remember that you do what you do all day. What may be familiar to you could be new information to the customer.
- Read body language and verbal cues. By paying attention you should have a good idea of whether you are oversharing or undersharing information.
- Follow up and do what you say you are going to do.



CLOSING: Q&A and comments.

Sources: <http://businesstrainingworks.com> and <http://forbes.com>