

CUSTOMER SERVICE AND CALL CENTER

Customer service can make or break any company or organization. We all know that not providing good customer service can break a company and cause them to fold and lock the doors. So much rides on companies to keep customers coming. This module will train individuals how to provide exceptional service by concentrating on the following:

- Building excellent communication skills
- Anticipating customer needs and appropriately responding
- Properly handling Inbound and Outbound calls
- Dealing with angry and difficult people
- Expectations within a Call Center
- Dealing with job related stress
- Understanding how your attitude impacts service
- Effectively working with internal and external customers
- Providing quality customer service every opportunity