

# 25 CUSTOMER SERVICE TRAINING TIPS FROM AGE OF THE CUSTOMER

Researchers have found that we have entered the "age of the customer" and this means that customer service training needs to be launched in entirely new ways. Here are 25 customer service training tips that every business should know during this new age.

Customer service training needs to create life changing customer service. Good service will get you to the head of the unemployment line.

1

Size matters!

Smaller training sessions increase participation.

Length matters!

Too long creates cognitive overload and that reduces retention and learning.

**NO**  
medieval  
torture

**FUN**  
wins but  
must be  
meaningful

No one  
attends  
customer  
service  
training.

6



**100%**  
participation

**MICRO**  
Learning

**PRE**  
LEARNING

12

**SMART**  
Objectives



Make it easy for  
the participants  
to see how it  
benefits them

Less  
is  
**MORE**

18

Create  
Guest  
Advocates

Empathy matters.  
—  
Put yourself  
in their shoes.

**NO**  
Spray & Pray

Managers  
&  
Supervisors

Reduce  
resistance  
increase  
retention

Socrates  
was  
**RIGHT** ✓

Create  
Team  
Member  
Advocates

Demonstrate,  
demonstrate,  
demonstrate

**144**  
characters

When  
people  
are awake



**RIP**  
LECTURE

21



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# Customer Service Training Techniques

**Renee Evenson**



## **Customer Service Training Techniques:**

*Customer Service Management Training 101* Renee Evenson, 2011-09-14 Becoming a great customer service manager requires an intentional focus on skills beyond those required for exemplary customer service Building off the success of her book *Customer Service Management Training 101* author Renee Evenson shows readers what it takes to advance to the next stage in their careers focusing on their development as managers Filled with the same accessible step by step guidance as its predecessor this book teaches readers how to identify their personal management style and develop the core leadership qualities needed to communicate with lead train motivate and manage those employees responsible for customer satisfaction Designed for new managers and veterans alike *Customer Service Management Training 101* covers essential topics including planning and goal setting time management team development conflict resolution providing feedback listening to your employees monitoring performance conducting meetings and managing challenges Packed with checklists practice lessons inspired by real world scenarios and detailed examples and explanations of the right and wrong ways to do things this handy resource is the start and finish of everything customer service managers need to know to thrive

**Customer Service Training 101** Renee Evenson, 2011 Your service team may represent the first last or only interaction point between your customers and your company Your front line service professionals make or break countless opportunities leads sales and relationships every day Completely revised and updated to meet the challenges of a new service landscape the second edition of *Customer Service Training 101* presents proven techniques for creating unforgettable customer experiences The book covers every aspect of face to face phone Internet and self service customer relations and provides simple yet powerful tips for Projecting a positive attitude and making a great first impression Communicating effectively both verbally and nonverbally Developing trust establishing rapport and making customers feel valued Confidently handling difficult customers and situations New features include How Do I Measure Up self assessments and Doing It Right examples from the author's extensive customer service experience Every step by step lesson in this comprehensive and inspiring training manual is augmented with instructive sidebars a summary of key points practice exercises and so much more

**101 Ways to Improve Customer Service** Lorraine L. Ukens, 2007-07-13 *101 Ways to Improve Customer Service* provides a variety of training and development interventions that can be put to use right now with frontline service employees Your customer service representatives directly influence the perception that customers have of your products and services and ultimately your company It is vital that your employees develop service strategies to create a positive image communicate effectively and build customer rapport to support the underlying values and beliefs of your organization

**Customer Service Training 101** Renee Evenson, 2017-12-14 This invaluable resource is the training manual you need to give your employees the thorough training review and if necessary overhaul they need in the vitally important area of customer service If their interactions with you and your employees were the only things your customers knew about your business what would they

say about it Would they use descriptions such as uninformed rude hot tempered uncaring For your customer nothing else represents your business more than your employees therefore nothing is more important than arming them with the knowledge and skills they need to find the best solution for every customer Using scenarios guidelines and practice exercises Customer Service Training 101 will train them in Creating positive first impressions Speaking and writing effectively Listening attentively Identifying needs Making customers feel valued Confidently handling customer complaints Your business plan is sound Your product is needed Your growth strategies are ground breaking but poor customer service can bring it all to a crashing halt Equip you and your employees with the necessary skills before it s too late *Customer Service Training* Maxine Kamin,2006 A practical hands on road map to help the reader quickly develop training in customer service It offers all the exercises handouts assessments structured experiences and ready to use presentations needed to develop effective training sessions **The Big Book of Customer Service Training Games** Peggy Carlaw,Vasudha K. Deming,1998-09-22 Help your employees to excel in dealing with the public with this stimulating fun filled collection of customer service training games Designed not only to teach important skills but also to spark enthusiasm and a high level of involvement in the participants these games utilize entertaining and instructive techniques such as role playing charades brainstorming and debate As a result of these exercises employees will learn how to create a rapport with the customer how to focus on the unique needs of individual customers how to maintain a positive attitude and more *101 Ways to Improve Customer Service* Glen Maryland,2007 101 Ways to Improve Customer Service provides a variety of training and development interventions that can be put to use right now with frontline service employees Your customer service representatives directly influence the perception that customers have of your products and services and ultimately your company It is vital that your employees develop service strategies to create a positive image communicate effectively and build customer rapport to support the underlying values and beliefs of your organization *Managing Child Nutrition Programs* Josephine Martin,Charlotte Oakley,2008 Managing Child Nutrition Programs Leadership for Excellence Second Edition gives readers the skills and knowledge they need to develop and lead today s child nutrition programs Each chapter and accompanying case study are prepared by recognized child nutrition professionals and academic leaders with proven applications in the development implementation management and evaluation of child nutrition programs The Second Edition takes a systems approach to program management by focusing on four program areas administration nutrition operations and communications and marketing This approach prepares readers to achieve innovation and excellence in their child nutrition programs through effective leadership in each of the program areas with the desired outcome of helping children develop healthy food habits and giving children access to healthful food when under the care of the school or institutional setting Managing Child Nutrition Programs has been fully updated to reflect recent changes in legislation and school nutrition programs to give readers the most authoritative information The Second Edition focuses on the latest issues in the

school nutrition environment such as a school's responsibility to curb student obesity school board policy and the sale of non nutritious foods and the need for collaboration to balance healthy eating and physical activity This valuable resource for dietetic educators and community health and public health professionals is also an essential tool for school districts and state departments of education With chapters prepared by recognized child nutrition practitioners and academic leaders this publication addresses the strategic needs of child nutrition programs today The Second Edition has been fully updated to reflect changes in legislation and school nutrition programs This resource addresses the latest issues in the school nutrition environment such as a school's responsibility to curb student obesity school board policy and the sale of non nutritious foods and the need for collaboration to balance healthy eating and physical activity Managing Child Nutrition Programs offers updated competency statements for school nutrition directors managers and food service assistants c 2008 860 pages

*Book of Change* Richard H. Carson, 2023-04-19 The Book of Change is a step by step guide for business leaders who want to manage organizational change in their workplace It is written for business and government executives change management consultants and university professors and students It provides practical change management solutions for those who need to address change in the workplace The book is designed to be a step by step instruction guide that the change management agent can use to manage organizational change These could be internal or external impacts to the organization's health or profitability Training Library Staff and Volunteers to Provide Extraordinary Customer Service Julie

Todaro, Mark Smith, 2006 A guide to training library staff that covers customer service essentials general training guidelines preparation assessing and anticipating the needs of patrons tracking and responding to feedback planning self development days instituting continuous learning and more Includes resource tools *Customer Service Training for Front Line Personnel* Customer Service Training Institute, 2013-07-14 Frontline Personnel are the people who interact with our customers each and every day They are our first line of contact and very often how they interact will be the difference between satisfying a customer or having them walk out the door Training Front Line Personnel in Customer Service Techniques is critical to the continued success of any business Making sure every person has the skills they need to provide the very best customer experience is important to your company's future The problem has always been getting these people the training they need without losing time from work or paying for expensive seminars Because of this The Customer Service Training Institute developed Customer Service Training for Front line Personnel This book provides all the information Front Line people need to provide the very best in Customer Service From basic techniques to conflict resolution we cover it all from the viewpoint of the frontline worker The book requires no previous experience or specialized knowledge and can be read and understood by anyone Make this part of your customer service program to ensure the very best experience for every customer *Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation* Robert Bacal, 2005-01-20 Tools for pleasing even the most demanding customers A satisfied customer is a loyal

customer and in today's supercompetitive business economy few things are as crucial to a company's bottom line as the quality of its customer service This latest title in the popular Perfect Phrases series is just the thing for customer service employees and those who train and manage them Perfect Phrases for Customer Service gets you quickly up and running with everything you need to keep customers happy and loyal including Clear explanations of the reasons for difficult customer behaviors Proven tools and techniques for successfully handling even the most cantankerous customers 101 dialogues and scripts organized according to types of difficult behaviors usable as is or as part of a training program and easily tailored to any industry and company culture For more information visit [www.customerservicezone.com](http://www.customerservicezone.com) **GCE AS Level Applied**

**Business Double Award for Edexcel** Robert Dransfield, 2005 Exactly what you need for the new AS level GCE in Applied Business These brand new books have been written to match the specifications of this new qualification and provide all the information needed whether it is a single award or double award with Edexcel or OCR Four separate books ensure that students receive exactly the right support with no redundant material Lots of activities add interest and give students the opportunity to work outside the classroom in the real business world This helps to emphasise the vocational nature of the qualification Case studies with questions give students real life perspectives on business and the issues surrounding it Marginal notes draw attention to key points and suggest relevant activities **The Customer Oriented Laboratory**

William O. Umiker, 1996 *Customer Service Management in Africa* Robert Hinson, Ogechi Adeola, Terri Lituchy, Abednego Amartey, 2020-05-07 Customer Service Management in Africa A Strategic and Operational Perspective 978 0 367 14337 4 K410515 Customer Service is Changing The message of 34 authors featured in Customer Service Management in Africa A Strategic and Operational Perspective is clear Today's consumers are no longer passive audiences but active players that engage with businesses at each stage of product or service design and delivery systems Consumer demands and expectations are also increasingly being dictated by changing personal preferences enhanced access to information and expanding digital reality The customer service principles strategic and operational advocated by these authors are universal but particularly compelling as they apply to Africa's unique and dynamic operating environment In recognition of the importance of excellent customer service this comprehensive and well timed book provides an essential guide on the increasing role of the customer to business success This book discusses the management and delivery of customer service under seven broad themes Customer Service as Shared Value Customer Service Strategy Customer Service Systems Customer Service Style Customer Service Culture Customer Service Skills and Customer Experience Advancing Customer Service in Africa Central questions posed and addressed include What is the new definition of customer service management How should organisations position themselves to create value for customers and stakeholders How should employees project themselves to align with customer service promises made by their organisations Overall this book provides strategic and operational insights into effective customer service management in Africa The customer service management concepts roles and practices outlined particularly

as they apply to the African context make it an important addition to scholars or practitioners reference works [Train Customer Service Reps for Success](#) Rachel Armstrong,2014-10-24 Customers now have many ways to get in touch with companies whether via phone and email or social media and online chats They have expectations and organizations need to meet those demands to remain competitive In this issue of TD at Work Rachel Armstrong details how talent development professionals can ensure that customer service teams are providing customer experiences that meet high standards She details The skills customer service teams need to meet customers expectations Techniques for training new hires for those skills Methods to effectively support customer service reps after the training program Ways to prepare reps for the future Tools and resources included in this issue are a needs assessment checklist and blended learning ideas and planning charts

**Customer Service Skills for Success** Robert Lucas,2011-01-20 Not the Same Old Customer Service Textbook Customer Service Skills for Success uses a variety of activities and example to gain and hold readers interest while providing additional insights into the concepts and skills related to customer service The text begins with a macro view of what customer service involves today and provides projections for the future then focuses on specific skills and related topics The fifth edition of Customer Service Skills for Success contains 10 chapters divided into three parts plus the Appendix Glossary and Bibliography These parts focus on different aspects of customer service 1 The Profession 2 Skills for Success and 3 Building and Maintaining Relationships Along with valuable ideas guidance and perspectives readers will also encounter interviews of real world service providers and case study scenarios and activities to help you apply concepts learned to real world situations in order to challenge your thinking on the issues presented For users of previous editions you will note a streamlined approach where we have combined material from several previous chapters If you need the chapters on Time and Stress Management they can be found on our Web site [www.mhhe.com/customerservice](http://www.mhhe.com/customerservice) along with many new activities case studies and other support material [Techniques for Improving Customer Service](#) Cynthia W. Selman,George T. Selin,1984

**Customer Service Foundation Level Full Certification Kit - Complete Skills, Training, and Support Steps to Remarkable Customer Service** Ivanka Menken,Tess Wheelwright,2009 Practical concise help for dealing with customers The book and its accompanying elearning course and Certification begins with outlining several customer service techniques and describes each of them Some are very basic and some are more advanced particularly those that deal with dealing with angry customers or preventing problems with customers from escalating and becoming time consuming But that s not only the meat of the book or what makes the book so useful The book contains dialogues between customers and staff showing how the various situations SHOULD be handled Each one is to the point and the information for each one can be assimilated and learned from in a very few minutes This book can be used in so many ways You can sit and read it through You can browse it and just read the parts that you want help with You can read one or two dialogues and learn one or two skills a day since each segment really stands on its own It s a great source book to use in customer service training because it

s all there techniques and how to use them It s quick to learn from And it s real The dialogues will strike home with you You ve had most of these situations There is no better faster book to learn how to deal with customers especially the difficult customers it s a One Stop Shopping for ideas you won t be disappointed in this one Customer service is for everyone How can you inspire and rejuvenate your workforce For supervisors who need to motivate their teams to provide excellent customer service or for trainers in the workplace this book will be welcome By feeding manageable exercises that they can take back to work You ll see creativity born of empowerment that can make a difference Applicable in any job accomplishment in customer service are those which the new employer will want to hear about Addressing the dynamics of employees dealing with both internal and external customers there are many ten minute exercises appropriate for new employee orientation warm ups for staff meetings or launches for all day training times this book provides practical hints and easy to reproduce hand outs without overloading the reader with theory It s easy to satisfy low expectations and it doesn t mean very much You have to create Customers who tell others how wonderful you are You want everyone in your company focused on customers Focused on creating stories your customers can tell others This book gives you the road map to do it all wrapped up in easy lessons Reveal Your Best Customer reveal customer insights allowing you to provide more value Improve Customer Service with Customer Service Training Use it for Customer Service Rep call center and customer support training programs Create Expert reliable customer support

**Customer Service Tip of the Week** Jeff Toister, 2018-09-05 Reinforce your customer service skills The best customer service professionals know it takes consistent focus to serve customers at the highest level Whether you want to deliver world class customer service or just get back to the basics Customer Service Tip of the Week is your resource for proven tips ideas and techniques Thousands of customer service professionals from all around the world read the weekly Customer Service Tip of the Week email Now you can get more than 52 of the most popular tips all in one book Use these tips to build rapport exceed customer expectations and solve tough problems Select tips by category by specific challenge or just go in order Each tip includes a short explanation plus practical suggestions Focus on one tip per week to sharpen your skills over time Customer service leaders will find additional resources for sharing the tips with your team



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