

8 VITAL CUSTOMER SERVICE SKILLS

ALL REPS MUST HAVE



1 **Product Knowledge**
Study your company's products and services to understand the customers' experience better, and position yourself as their strongest advocate.

2 **Patience**
Taking a genuine interest in customers' problems with an abundance of patience is something customers recognise and appreciate.

3 **Communication**
As your company's voice, you must simplify complex concepts for customers using eye contact, body language and positive language.

4 **Problem-Solving Abilities**
Reps who can problem-solve well can offer pre-emptive advice to customers.

5 **Emotional Intelligence**
You must recognise emotions, understand what they're telling you, and how they affect others. A skill that helps guide tense situations with unhappy customers.

6 **Empathy**
You should understand customers' frustrations and challenges so you can overcome the hurdles together.

7 **Tenacity**
Going the extra mile is vital to providing the kind of service people discuss with friends and family.

8 **Drive to Learn**
Continuous learning helps you avoid losing to competitive customer service professionals willing to develop and evolve.

Customer Service Skills Tips

J Elliott



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