

# KEYS TO IMPROVING YOUR TEAM'S CUSTOMER SERVICE SKILLS

## IMPROVE YOUR CUSTOMER INTERACTION

Pay the most attention to key touchpoints, but make sure you have a full view of the customer experience, or you risk lapses in service that can really hurt business.

## ENHANCE YOUR CUSTOMER SERVICE STRATEGY

Practice proactive customer service by making your customers happy before they come to you with problems.



## LOOK AT EVERY TOUCHPOINT

Pay the most attention to key touchpoints, but make sure you have a full view of the customer experience, or you risk lapses in service that can really hurt business.

## MAKE SURE YOUR REPS ARE ENGAGED

Improving employee engagement is another way to make sure customers have a great experience.

# Customer Service Training Skills

**JA Banks**



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