

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

Nancy Friedman



Customer Service Skills Tips:

A Guide to Customer Service Skills for the Help Desk Professional Donna Knapp, 2005 This detailed look at the soft skills needed to succeed as help desk professional will provide students with proven customer support techniques for the workplace

Core Leadership and Management Skills, Tips & Strategy Handbook Neil Hoechlin, 2018-05-11 WHOSE FAULT IS IT WHEN SUBORDINATES DISOBEY Chances are it's the managers He lacks the tools training and experience to command respect and obedience from his people He needs to upgrade his skillsets and learn how to manage and lead people He needs to show consistent and positive results And this is the goal of this book Specifically you will learn the following

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Guide to Customer Service Skills for the Help Desk Professional Donna Knapp, 1999-11-16 This book is designed to provide individuals interested in the field of technical customer support a guide to the soft skills and the self management skills needed to deliver excellent customer support at the help desk It provides the reader with a better understanding of what a career in customer support would entail with strong real world computer support examples case studies and exercises throughout the book The author is a leading help desk consultant trainer and former help desk support engineer and service manager

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[A Guide to Customer Service Skills for the Help Desk Professional](#) Donna Knapp, 1999 This book is designed to provide individuals interested in the field of technical customer support a guide to the soft skills and the self-management skills needed to deliver excellent customer support at the help desk It provides the reader with a better understanding of what a career in customer support would entail with strong real world computer support examples case studies and exercises The author is a leading help desk consultant trainer and former help desk support engineer and service manager

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careers including listening techniques verbal and nonverbal communication and use of technology Emphasis is given to dealing with customer service problems and how to handle conflicts and stress Insights and tips are also provided for customer service supervisory personnel

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