

# Service Curriculum

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Customer Service is one of the critical factors that help organizations to build and maintain a competitive advantage. It's imperative to retain customers and build your business. With new global business challenges raising the standard of service, it's critical that service representatives understand their role and how to keep customers coming back. Our new on-line customer service solutions work very well with your classroom instruction or for bringing new hires up to speed.

## **Dealing with Difficult Customer Situations**

The customer service role offers many rewards and satisfactions. But there are many frustrations inherent in the job. During this training, service providers will learn the general guidelines for dealing with difficult customers in challenging situations, and these include calming and focusing.

*Note – **Module 4 of Winning Through Customer Service***

**Delivery Options Available: Online**

## **Delivering Customer Focused Service**

During this training, participants will learn guidelines for delivering customer focused service, including understanding their role as a professional; the essential skills of communication: listening, questioning, verifying, explaining; and a four-step customer service model.

*Note – **Module 1,2,3, of Winning Through Customer Service***

**Delivery Options Available: Online**

