

CUSTOMER SERVICE



Course Objective: This course will help students develop the skills needed to communicate a message effectively by identifying the receiver, choosing a proper channel, and responding to feedback. Students will also learn how to overcome a variety of common forms of interference, as well as how to develop the skills needed to be a critical listener and how to respond appropriately to speakers. This course will help you develop the skills needed to project a positive image on the telephone, properly address callers, and establish good rapport. Students will be provided with opportunities to incorporate positive personal attributes into telephone interactions, employ strategies to control a conversation, and effectively handle situations with difficult callers.

Title/Unit	Topics
Unit 1	<ul style="list-style-type: none"> Background Information The Communication Process Interference to Effective Communication Improving Communication
Unit 2	<ul style="list-style-type: none"> Background Information Analyzing Your Listening Skills Listening to Improve Communication Addressing Listening Problems
Unit 3	<ul style="list-style-type: none"> Background Information Telephone Etiquette Inbound Calls Outbound Calls
Unit 4	<ul style="list-style-type: none"> The Importance of Customer Service Serving the External Customer Serving the Internal Customer
Unit 5	<ul style="list-style-type: none"> Communicating with Customers Identifying Customer Problems Solving Customer Problems
Unit 6	<ul style="list-style-type: none"> Managing Customer Service Stress Using Positive Communication Serving Upset Customers
Unit 7	<ul style="list-style-type: none"> Providing Superior Telephone Service Managing the Telephone Practicing E-mail Etiquette

What is Included

We are committed to providing quality training and support. Our training includes the following:

- **One Year Access-** All trainees will have 1 year 24/7 access to training portal
- **Textbook(s) and authors:** Access to the online certification reference manuals
- **E-Reference Library-** One year 24/7 access to E-Reference library. This library will allow trainees to have access to additional reading books and materials in a variety of subject matters.
- **Exercises:** A series of exercises that will assess your comprehension and application of the principles covered in the course. Once you answer the assignment questions, you may compare your answers to the answer key and review any incorrect question subjects.
- **Lesson Quizzes/Tests:** Upon completion of each lesson and exercises, there is a lesson Quiz. These quizzes will assess your comprehension of the concepts covered within the lesson presentations. The grade achieved on these quizzes will be saved in your training portal so that you can track your progress as you take the course.
- **Final Exam:** Upon completion of all the activities in the course, there is a final exam. The exam will focus on all the material covered throughout the course, including reading assignments. The results achieved on the final exam will be saved in the grade section of your training portal for your review.
- **Exam Prep** To test your knowledge on the skills and competencies being measured by the vendor certification exam. Test Prep can be taken in either Study or Certification mode.
 - **Study Mode** is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented.
 - **Certification Mode** is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.
- **Technical Support** You will also have access to Instructional and Technical Support. Support may be reached as follows:
 - **Chat:** clicking the icon in the online classroom entitled, 'Connect with Support.' A help desk specialist is available Monday-Saturday via instantaneous chat mode.
 - o Monday-Thursday 8am-11pm
 - o Friday 8am-6pm
 - o Saturday 11am-6pm
 - **E-Mail:** During those hours when online support is not available, instructional support will contact you within 24 business hours.

Call for a Complementary Cert Coaching Session 866-700-3636