

CPTP Success Series Webinars

10 SOLUTIONS FOR your Customer Service Toolbox



A Production of the CPTP Team
Hosted by Christee Atwood

Those **darn customers** can be quite a challenge. **CPTP**

Oops.
I just remembered I'm one of **them!**

The tips in this session will

- Upgrade your customer service practices.
- Strengthen your customer relationships.
- Lower your stress in challenging situations.



10. Identify ALL your customers.



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JUMP PAGE

- Internal Customers
- External Customers
- Spectators
-
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The only complaint I have about working in customer service is the customers.



9. Step into your customer's shoes.

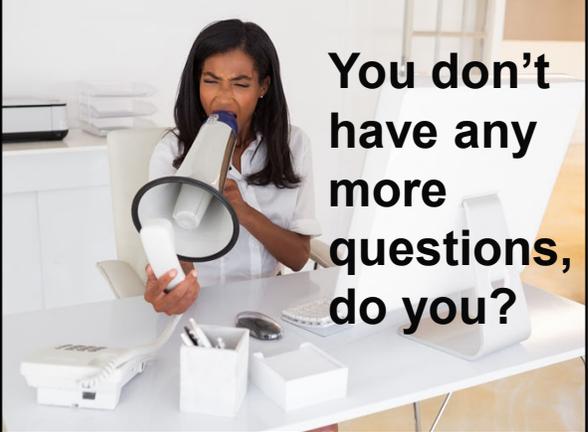


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TIP. PAGE 3



- Walk through your customers' processes.
- Create a customer service map
- Meet with others on the map
- Mistake-proof your processes



You don't have any more questions, do you?

8. Move from customer service to **Consultant.**




TIP. PAGE 3



- Learn what others on the map do
- Make a chart of internal resources
- Make a chart of external resources
- Share information

If you use enough acronyms, the customer will often give up and move on.



7. Create customer-centric communication.




TIP. PAGE

- Use positive language
- Eliminate red flags
- Get to know your customers
- Recognize communication preferences

Your call is important to us....

.. please enjoy this 40 minute flute solo.

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6. Use Record Keeping for professionalism.

TIP. PAGE

- Keep phone logs
- Maintain project pages
- Note service preferences of customers
- Use reminders for follow-up

We can be there between 3:00 and 3:10 a.m.

Otherwise, it will be 2026.

5. UnderPromise and OverDeliver.

AWESOME!

Excellent

Very Good

Satisfactory

Marginal

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TIP. PAGE

- Don't promise them a circus when all you have is a ferret
- Build in buffer time
- If you're running late, communicate
- Look at the finished product or service to find the "wow" opportunity



4. CLEAR the SLATE.

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How do you clear the SLATE?

- A. Talk it out
- B. Meditation / Prayer
- C. Take a break
- D. Music
- E. Saying "\$%^\$#@!"
- F. Other...

TIP. PAGE

- Step back.
- Clear out the baggage.
- Let go of win-lose thinking.
- Remember Q-TIP.



3. Create a new listening mode.

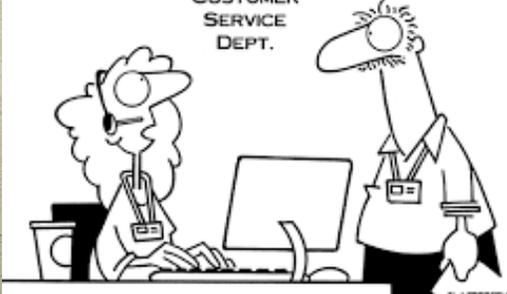



TIP. PAGE

- Turn away from electronics.
- Summarize to ensure understanding.
- Look for commonalities.
- Hear what's not being said.

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CUSTOMER SERVICE DEPT.



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"Who picked 'I Can't Get No Satisfaction' to be our on-hold music?"

2. Use QUESTIONS to TAILOR your service.



TIP. PAGE

- Find out what matters to the customer.
- Ask questions to anticipate needs.
- Create FAQ lists.

YOU CAN'T CONTROL EVERYTHING



YOUR HAIR WAS PUT ON YOUR HEAD TO REMIND YOU OF THAT!

KNOW YOUR HISTORY IN THE HEAD.COM

1. Transform challenges to changes.




JUMP PAGE

- Evaluate each interaction
- Create a process journal
- Share solutions
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-
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shameless.plug

Training & Workforce Development / Comprehensive Public Training Program (CPTP)

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By Program By Competency By Topic/Skills By Format All Courses

Learn something new

Creating Your Action Plan

May we suggest?

- Providing Quality Service



Success Series Webinars

10 TECHNIQUES TO PROFESSIONAL Recruiting AND Job Interviews

A Production of the CPTP Team

