

## Customer Service Training Course Outline

### Foreword:

In order to create customer satisfaction, you need to go beyond good customer service and exceed your customers' expectations with exceptional service. In order to achieve this it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deliver exceptional customer service?
- Currently how do you improve your Customer Service Skills and approaches?
- Do you strive to continuously improve your customer service?
- Do you listen to your customers and their needs?
- Do you currently listen effectively to uncover the customer's true needs?
- Are internal customers understood and prioritised?

This Customer Service Training Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

### Outcomes:

- Explain what customer service means in relation to internal & external customers
- Recognise how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate return business
- Practice techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customers
- Acquire tools for recovering difficult customers
- Understand when to escalate

#### Customer Service Training Course - Lesson 1 Who we are and What we do

- Who are customers (internal/external)
- What is customer Service?
- Who are customer Service Providers?

#### Customer Service Training Course - Lesson 3 Identifying and Addressing their Needs

- Understanding the customer's problem
- Staying outside the box (not jumping to conclusions)
- Meeting basic needs
- Going the extra mile

#### Customer Service Training Course - Lesson 5 In-Person Customer Service

- Dealing with at-your-desk requests
- The advantages and disadvantages of in-person communication
- Using body language to your advantage

#### Customer Service Training Course - Lesson 7 Providing Electronic Customer Service

- The advantages and disadvantages of electronic communication

#### Customer Service Training Course - Lesson 2 Establishing your Attitude

- Appearance counts! (even if not in person)
- The power of the smile
- Staying engaged
- Staying positive

#### Customer Service Training Course - Lesson 4 Generating Return Business

- Following up
- Addressing complaints
- Turning difficult customers around

#### Customer Service Training Course - Lesson 6 Giving Customer Service over the Phone

- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks

#### Customer Service Training Course - Lesson 8 Recovering Difficult Customers

- De-Escalating anger
- Establishing common ground

# Sample Customer Service Training Program Outline Template

**Dorcas M. T. Cox, MBA, PMP**



## **Sample Customer Service Training Program Outline Template:**

**Training Budgets Step-by-Step** Diane C. Valenti, 2004-01-16 Training Budgets Step by Step is a useful guide that walks you through each phase of the process so that you will have the information you need to develop a successful training plan and accurate budget that will get results for your organization Training Budgets Step by Step gives you Clear cut instructions on how to perform each step An illustrative case study that helps define every phase of the process Blank templates that you can tailor to your organization Written by training expert Diane Valenti the book shows you everything from how to conduct the data gathering process to help determine the types of training to create to how to present a completed budget 3 4 one that aligns strategically with your organization s goals Every step of the way the author provides a wealth of templates worksheets lists of questions to ask action plans flow charts interview summary sheets and other helpful job aids Training Budgets Step by Step also includes a CD ROM that contains the book s worksheets and templates that can be easily reproduced and customized

**Software Project Management Kit For Dummies?** Greg Mandanis, Allen Wyatt, 2000-05-11 The seasoned programmer and novice alike find this reference the ideal resource for getting a project off to the right start Friendly practical advice is combined with the latest software in this For Dummies edition Follow your expert guide through planning development testing and implementation the first steps to your project s success Then get your hands on scheduling assigning resources and estimating costs and best of all making your software happen The book s CD ROM includes trial versions of Microsoft Project 2000 Soffrant TRACK and Cost Xpert as well as templates and a wealth of other planning tools

**Effective Grant Writing and Program Evaluation for Human Service Professionals** Francis K. O. Yuen, Kenneth L. Terao, Anna Marie Schmidt, 2013-07-29 A state of the art guide for developing grants with a strong emphasis on using program outcome measurement to underscore need and accountability Based on the authors many years of experience in the public and nonprofit sectors Effective Grant Writing and Program Evaluation for Human Service Professionals integrates the topics of grant proposal writing and program evaluation offering grant seekers the practical guidance they need to develop quality proposals obtain funding and demonstrate service results and accountability The authors clearly and succinctly illustrate and describe each stage of the grant writing and evaluation process Problems or issues that arise frequently are highlighted and followed by specific advice In addition numerous real world examples and exercises are included throughout the book to give readers the opportunity for reflection and practice This timely reference incorporates a strengths perspective providing An inside look at the grant writing and evaluation processes with insights from experienced grant writers agency administrators foundation program managers and grant reviewers Specific examples of successful grant proposals and evaluation plans and instruments serving as models for learning and practice Field tested individual and group exercises that facilitate the development of grant writing and evaluation skills Discussion of electronic technology in grant writing and evaluation including writing and submitting grant proposals online and identifying funding

sources This grant writing and program evaluation guide follows a needs driven evidence based result oriented and client centered perspective Its authoritative discussion equips human service professionals to effectively develop grants with a strong emphasis on measuring program outcomes

**10 Steps to Successful Business Writing, 2nd Edition** Jack E. Appleman, 2017-11-14 In Today's Business World You Are What You Write Good writing can launch a career It has the power to break through clutter and capture readers imaginations And good writing is not just a skill that marketers must master Most workplace communication takes written form and with the rising number of communication channels social media instant messaging blogs we're writing more and faster than ever With new chapters on electronic communication 10 Steps to Successful Business Writing is your guide to capturing readers attention and imagination Writing instructor and coach Jack Appleman uses examples and exercises to help you write with clarity and confidence This updated edition covers the essentials of how to organize your text to hold your readers attention edit yourself for grammar tone and excess words and master the documents for any workplace situation It doesn't matter if you're drafting a business plan an email or a Facebook post Forget the shorthand drop the exclamation points and ditch the emojis Learn to create concise persuasive and powerful text with 10 Steps to Successful Business Writing

**Quality Management System Handbook for Product Development Companies** Vivek Nanda, 2005-01-27 Quality Management System Handbook for Product Development Companies describes a systematic approach for quality management and continuous improvement via a formal management system The approach centers on a high level process for defining a QMS from essential prerequisites to improvement mechanisms The book outlines the five major QMS

*Full House, Short Staff* Sarah Thompson, 2024-08-06 Solve Your Staffing Woes and Elevate Restaurant Excellence In today's competitive restaurant industry staffing shortages aren't just a challenge they're a crisis Dive into Full House Short Staff Strategies for Restaurant Success and discover the practical strategies you need to not only survive but thrive amid the staffing storm With insightful analysis this indispensable guide examines the root causes of workforce shortages and their ripple effects on your daily operations Uncovering your establishment's unique strengths and weaknesses you'll receive actionable advice tailored to your specific needs Discover how to create an inviting work environment that attracts the crème de la crème of local talent Learn innovative recruitment methods and effective interview techniques that streamline your hiring process ensuring you onboard the best candidates swiftly and efficiently Successfully retaining top talent is the dream of every restaurant owner and with comprehensive training programs continuous education and career development pathways it becomes your reality Explore the merits of cross training to achieve remarkable flexibility and employee engagement leading to a more motivated and cohesive team Enhance operational efficiency with the latest technological tools and design a menu that's not only cost effective but also a delight for customers Integrate inventory management systems that reduce waste and costs and implement customer service strategies that shine even with a lean staff Whether it's handling peak times managing finances or navigating legal

intricacies this book covers all bases With chapters on crisis management and stories of real world restaurant successes you'll glean insights and inspiration to keep your business resilient This isn't just a book it's a masterclass in building a sustainable and prosperous restaurant in challenging times Elevate your establishment to new heights with these proven strategies and turn your staffing crisis into your greatest strength

[A Standard for Enterprise Project Management](#)  
Michael S. Zambruski, 2008-07-28 Providing structured yet adaptable models of project success within an organization A Standard for Enterprise Project Management explains each of the basic elements needed for project success and integrates them into a balanced life cycle continuum It also supplies an inventory of practical policies procedures techniques and templates for consistent management of projects The book first discusses project authorization and initiation followed by analysis and planning It then covers execution control and closure Each phase contains an explanation and an illustration of how to optimize success Throughout the text the author refers to numerous appendices that constitute both blank and completed templates He provides details on how to use these tools with an emphasis on balancing the benefits of standardization and the need for flexibility The accompanying downloadable resources encompass a color version of the book with four bonus features Quick start with Project 2003 that offers a one page tutorial and three pages of screen prints designed to quickly generate readable and concise project plans Complex project readiness grid that suggests how to manage intricate interrelationships in a project or program environment Project management competency development grid that outlines a program for developing key skills among project managers within an organization Traceability matrix that illustrates how various levels of requirements and final solutions are interrelated This book offers a painless guide to quickly getting business initiatives out of the clouds and onto the ground Blending the rigor and discipline of project management with the thoroughness of business analysis it shows how to successfully build complement and enhance project management and business analysis in any organization

[Implementing Strategic Sourcing](#)  
Christine Bullen, Gad Selig, Richard LeFave, 2010-06-01 This informative comprehensive yet practical guide provides readers with a complete tool kit of how to approach global sourcing successfully Based on real world experiences on implementing and sustaining global sourcing the book provides readers with key guidance on Foundations of Strategic Sourcing Management risk governance and legal considerations Organizational change innovation and relationship management Transition planning and the end game Successful principles for new business development from a service provider perspective Future trends summary and lessons learned Ultimately this guide will take readers from principles to how to's including How to develop implement manage and govern an effective global sourcing strategy and plan How to put in place policies and processes that can be monitored to provide a balanced approach to sourcing How to build a strategic top down framework coupled with an operational roadmap How to incorporate bottom up implementation principles and practices that work How to ensure a coordinated cost effective and value delivery plan and operating environment for strategic and tactical sourcing In addition it addresses the following

areas in a comprehensive yet easy to use and practical manner Integrates strategic and operational concepts and practices Covers both clients and providers Supports the practice of global sourcing by leveraging and integrating professional rigor for best practices Provides practical knowledge techniques checklists and methodologies that can be used in any environment globally Includes many examples of current and emerging best practices Is broad and comprehensive yet drills down to specific how to details in all chapters Provides a global view of sourcing It comes highly recommended *Business Email Writing* John Lewis,2025-03-28 Customer Service Is Your Secret Sales Engine Use It Right Most businesses overlook customer service yet it s the key to driving retention revenue and reputation This book gives you the tools and proven templates to transform every interaction into a strategic advantage Turn support emails into loyalty and sales Recover lost customers before they leave for good Use service data to improve products marketing CX Quantify the true ROI of great and poor service Backed by global research and real world examples this guide shows why fixing one complaint can be worth more than a full ad campaign and how smart service drives long term growth If you want more bookings more referrals and more loyal customers start here *Blackwell's Five-Minute Veterinary Practice Management Consult* Lowell

Ackerman,2006-08-30 Blackwell s Five Minute Veterinary Practice Management Consult is a comprehensive one stop reference text on all things management related from understanding the marketplace in which veterinarians practice to appreciating hospital finances to the nuts and bolts of marketing services for a veterinary practice Topics are covered in a thorough but concise format and provide invaluable information for practice owners administrators associates and staff Key Features follows the popular Five Minute Veterinary Consult structured format consistency of presentation makes for easy information retrieval focus is on practical rather than theoretical solutions for veterinary practice issues Provides examples within relevant topics Sections include The veterinary marketplace Client relationship management Communications Financial management Cash management Human resources Marketing management Operations management Administrative management Practice safety Legal Issues Planning Decision making Facility management design and construction Plus appendices list of abbreviations glossary and more **The Big Pivot** Fred Ross,2020-11-28 Pivot from being a corporate slave to controlling your future Learn how you can start buy and grow a small business even if you have little to no money

**Mastering the Power of You** Lalit Johri,Katherine Corich,Gay Haskins,2022-11-21 The world of the 2020s is complex and demanding We are faced with a myriad of difficult decisions about our present and future driven by the impact of the COVID 19 pandemic the economic downturn rising unemployment and inequalities digital disruption uncertain political environments and climate change In this book leaders from around the world share their experiences in adapting to the changing world and the lessons they have learnt They offer advice on mastering a diverse range of leadership concepts skills and behaviours to prepare for the challenges of the 21st century The easy to follow format is grouped around the core concepts of Leadership entrepreneurship and volunteering Purpose and values Authenticity trust and presence Strategising

thinking and decision making Mentoring and development Mental resilience Diversity and inclusion Negotiating and collaborating and Social and environmental impact Each of the 32 chapters takes you on a voyage of discovery to a wide range of powers and inspires you to use them to open new opportunities in your life and workplace If you are a recent graduate aspiring to gain meaningful employment in a rapidly transforming workplace or a mid career professional whose job may soon change or disappear with increasing automation this book is for you If you are a consultant coach mentor or trainer looking for new approaches this book will provide valuable guidelines If you are a seasoned professional navigating the new norms this book will give you many inspiring insights

Fire Officer Michael J. Ward,Iafc,2013-12-06 Your Complete Fire Officer I and Fire Fighter II Training Solution The National Fire Protection Association NFPA and the International Association of Fire Chiefs IAFC are pleased to bring you the Third Edition of Fire Officer Principles and Practice the next step in the evolution of Fire Officer I and II training Covering the entire spectrum of the 2014 Edition of NFPA 1021 Standard for Fire Officer Professional Qualifications the Third Edition includes the following updates Separation of Fire Officer I and II Level content throughout the textbook and student instructor and technology resources The latest developments in social media and media relations NIST research on fire dynamics fire fighter safety and health issues and fireground accountability and rapid intervention practices A reorganization of chapters to improve course delivery including a new chapter on Rules of Engagement New end of chapter tools including Fire Captain Fire Officer II activities and comprehensive case studies that progress within each chapter throughout the textbook All new Voices of Experience essays and Near Miss Reports Addresses the course objectives for FESHE s Principles of Fire and Emergency Service Administration model curriculum Build the next generation of great fire service leaders with the Third Edition of Fire Officer Principles and Practice

*Operationalize a Code of Ethics* Robbi-Lynn Watnik,2014-10-18 Code of ethics CoE an outline of organization s values and its desire to conduct business with integrity have been around since AD 275 And although leaders and employees may believe the ethical documentation is appropriate for a company to have they may be hesitant to invest the time and resources to create and implement it In this issue of TD at Work Robbi Lynn Watnik guides you in how to create awareness and understanding with employees and stakeholders about a code of ethics Further she details Reasons for creating and implementing a CoE How to identify stakeholders and the level of training they require Training and communication tools to consider Ideas for measuring training efficacyTools Resources in this issue are an annual communication training calendar template and an incident communication plan template

**Resources in Education** ,2001-04 **Project Management at Work** Dorcas M. T. Cox, MBA, PMP,2013-08 The workplace can be a complex and often treacherous place to be especially for project managers Many project managers are ill prepared for organizational intricacies and office politics in fact dealing with them can sometimes seem like a project in itself In this solutions oriented narrative guidebook David the central character navigates the confusing landscape of project management and learns how to be a successful project manger Join him on his journey and discover how

to initiate a project and see it through from start to finish seek out information that will help you manage projects manage projects even with little experience or direction and hire and develop the right team members to support your efforts This guide also provides many templates commonly used in project management in a completed format creating a simulated learning experience in which concepts are well anchored What s more these tips and strategies can help you reduce the stress and anxiety that go along with managing projects in the workplace From analyzing goals and identifying stakeholders to managing expectations and improving communication you ll discover everything you need to stay on top of your game with Project Management at Work     Hurdle Timothy Berry,2006-07 A step by step guide to creating a thorough concrete and concise business plan     *Publications Catalog* United States. Internal Revenue Service,1984     **Fire Service Instructor** ,

*Springer Handbook of Internet of Things* Sébastien Ziegler,Renáta Radócz,Adrian Quesada Rodriguez,Sara Nieves Matheu Garcia,2024-10-21 This handbook is an authoritative comprehensive reference on Internet of Things written for practitioners researchers and students around the world This book provides a definitive single point of reference material for all those interested to find out information about the basic technologies and approaches that are used to design and deploy IoT applications across a vast variety of different application fields spanning from smart buildings smart cities smart factories smart farming building automation connected vehicles and machine to machine communication The book is divided into ten parts each edited by top experts in the field The parts include IoT Basics IoT Hardware and Components Architecture and Reference Models IoT Networks Standards Overview IoT Security and Privacy From Data to Knowledge and Intelligence Application Domains Testbeds and Deployment and End User Engagement The contributors are leading authorities in the fields of engineering and represent academia industry and international government and regulatory agencies



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