



Customer Service With Style

A training course designed to enhance customer service skills using relationship-building techniques

Customer Service With Style is a three-day facilitator-led course designed to teach inbound customer service agents how to build and maintain rapport while effectively meeting customer needs. The value to your company is greater customer satisfaction and loyalty.

Groups of up to 12 people will complete the following course outline:

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| Module 1: Introduction to Styles | Module 6: Mentally Analyze |
| Module 2: Customer Service with Style | Module 7: Professionally Respond |
| Module 3: Adapting Your Service Style | Module 8: The Call Opening & Conclusion |
| Module 4: Listening Knowledge | Module 9: Telephone Etiquette |
| Module 5: Physically Hear | Module 10: Verbal & Vocal Qualities |
| | Module 11: Telephone Techniques for Difficult Situations |

Follow Through

Upon completion of the course delivery, your trainer will monitor and coach your agents to assure they are using the newly-learned skills. We can also conduct a session with your Supervisors to teach them how to coach these highly successful techniques. Finally, we will return in a month to monitor and coach once again to evaluate the integration of the skills into the agent's call strategy.

BENEFITS of "Customer Service With Style"

- Your agents will know how to use communication styles and questioning techniques to enhance customer satisfaction
- Completion of the course will enhance the professionalism of your customer service agents
- Agents will learn how to build relationships that make it easier to service customers



Call Amtech Marketing to discuss how your company can benefit from the value of this dynamic customer service skills training.

Call today 888-546-4844

303-814-1379

www.amtechmarketing.com