



## *Getting to the Heart of Customer Service™*

*A training course designed to enhance CSR customer service skills*

*Getting To The Heart of Customer Service™* (an Impact Learning course) teaches your customer service representatives the basic skills they need for perfect customer service calls. The goal is to help them make positive connections with customers to build solid relationships that result in customer loyalty. The facilitator-led course includes self-paced, interactive workbooks and on-the-job exercises balanced with short trainer-led reviews.

The ideal class size is 10 – 12 participants.

### **Course Agenda**

Module 1:	Attitude Becomes You – Showing Callers You Care
Module 2:	QLC and Then Some – Diagnosing Caller Needs
Module 3:	Take Action! – Responding to Caller Requests
Module 4:	Never a Dull Moment – Taming Challenging Calls

### **BENEFITS of "Getting to The Heart of Customer Service™"**

Upon completion of this course, participants will be able to:

- *Create a customer-focused attitude.*
- *Improve basic telephone etiquette.*
- *Speak in a way that sounds professional, friendly, and confident.*
- *Develop rapport with the customer to encourage loyalty and prevent dissatisfaction.*
- *Improve questioning, listening and confirming skills to better understand the customer's problem or request. This reduces call length and prevents callers from becoming upset or frustrated.*
- *Respond to customer requests in a way that ensures customer satisfaction and reduces callbacks.*
- *Uncover additional opportunities for sales or service.*
- *Prevent calls from becoming challenging.*
- *Deal with angry or upset callers in ways that result in better customer satisfaction and reduced employee stress.*



**Call today to learn how your organization can benefit from this dynamic customer service skills course!**

**Toll Free: 888-546-4844**

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