

Certified Business Professional (CBP) in Customer Service

3 days

Description

The CBP™ Customer Service Certification provides the foundation for quality customer service. It focuses on building life-long customer relationships by developing effective customer-care strategies while providing guidelines for emerging technologies such as Internet Chat. Additionally, this module uses various hands-on and interactive scenarios to develop the foundation customer-care skills needed to provide excellence in service.

Skills attained in this course are required for any position requiring direct customer contact, and are required for many of the positions incorporated in the West Central Indiana Top 60 Jobs list.

Prerequisites

- None

Course Outline

Module 1: Introduction to Customer Service

- What Is Customer Service?
- Developing a Customer-Centric Mindset
- Internal & External Customers
- When & Where Does Customer Service Take Place?
- The Need For Customer Service
- Rewards & Penalties
- Unpleasant & Satisfying Experiences
- Developing A Customer Friendly Attitude

Module 2: Customer Service: Communication Skills

- Developing Effective Communication Skills
- Presenting a Professional Image
- Verbal & Non-verbal Communication Skills
- Key Body Language Aspects
- The Close

Module 3: Customer Analysis: Knowing your Customer

- Knowing Your Customer
- Customer Expectations
- Assertive Working Style – Results-Oriented
- Analytical – Details-Oriented
- Amiable – People-Oriented
- Dominant Behavioral Style

Module 4: Calming Upset Customers

- What Makes Customers Upset?
- What Can You Do To Avoid Upsets?
- 5 Key Steps to Calming Upset customers
- What To Do When You Are Upset.

Module 5: Telephone Customer Service

- Mastering The Telephone
- Active Listening
- Transferring A Call
- Taking A Message
- Voice Mail

Module 6: Internet Customer Skills

- The Internet Customer
- E-mail Communication Guidelines
- Online Chat
- Internet Customer Skills
- Chat sessions
- Websites
- Customer Online Support

Module 7: Time Management Strategies

- Taking Control Of Your Time
- Time Analysis : Task Identification
- Personal Suitability
- Efficiency
- Task Prioritization & Relative Importance
- Time Wasters

Module 8: Stress Management Strategies

- What is Stress & What Causes It?
- Stress Symptoms
- What Can Be Done To Manage Or Eliminate Stress?
- Be Positive