



CUSTOMER SERVICE PROFESSIONAL



COURSE OVERVIEW

This workshop will energize you to provide outstanding customer service. It covers all the basics and will take you to the next level by showing you how to apply our Super Service Principles™.

WHO SHOULD ATTEND

Customer Service Representatives
IT Support Staff
Help Desk Staff
Desktop Support Technicians

Operations Personnel
Call Center Staff
Technical Support Staff
Team Leads

WHY ATTEND

Earn a Green Peg Certification in only 2 days of interactive and informative training.
Discover the many layers of customer service and how to exceed at each level.
Enjoy the experience of interaction while learning. We will engage and challenge you.
Speed up your learning by utilizing numerous real-life examples of internal and external service.
Take away tools and techniques that you can utilize immediately.

CERTIFICATION

Certification is included in the price of the course. Additional details for getting certified will be provided during the course.

ATTENDEE COMMENTS

"I liked the real-life examples. I would like to see this course offered to entire departments."

M.W. - Desktop Support

"I liked sharing real-life stories. This course brought interesting concepts down to a level we can apply at work."

B.L. - IT Director

COURSE OUTLINE

MODULE 1

- Basics

Emotional Intelligence
Accountability
Confidence

MODULE 2

- Identify Customer Needs

Customer Needs
Business Impact
Time Frame
Urgency

MODULE 3

- Communication

See / Hear / Touch Communication
Vocal Elements
Active Listening Skills
First contact
Placing a Customer on Hold

MODULE 4

- Handling Difficult Customers

Types of difficult behavior
Strategies for each type
How to turn a negative into a positive

MODULE 5

- Performance Measurement and Management

Culture of Service
Root Cause Analysis
Standard Operating Procedures
Communication within the organization
Role of Metrics
Escalation
Service Level Agreements

MODULE 6

- Super Service Principles™

Break the rules to satisfy your customer
Say yes as often as possible
Check your attitude
Know your customer
Get creative
Do things faster
Exceed expectations by anticipating needs
Adjust service based on circumstances
Rescue botched service



GREEN PEG GUARANTEE

You will be 100% satisfied with what you learn or we will work with you to ensure your satisfaction by providing you an opportunity to retake the certification exam at no charge, enrolling you in another workshop at no charge, or refunding the workshop fee. This offer is good for 30 days from the event. We stand by our work.

PAYMENT POLICY AND CONFIRMATION

In order to confirm your place in the workshop, we require payment in full. From time to time, we change a date or location of a seminar. If we need to change a date or location for any reason, you will be contacted. If you have not received confirmation of your attendance from Green Peg, please call 877-313-7325 to ensure your seat.

COURSE PRICE

\$1495 per person

Group discounts available. On-site training available. All major credit cards accepted



LOCATION

ATTENDEE COMMENTS

"Using examples from our own jobs helped us transition from simply having the tools, to applying them in our everyday lives. It was fun and informative. I would definitely recommend this workshop to other customer service professionals."

S.D. – Shipping/Receiving

"The exercises are very helpful. Excellent tools, excellent facilitators!"

**A.A. –
Organizational Development**

See <http://greenpeg.com> for the most current information regarding seminar locations and schedules. We can also deliver this training on-site to your group or integrate the training into a larger event.

Contact us at info@greenpeg.com with your request.