

# **Glen Oaks Community College – Business Services**

## **Customer Service**

### **Course Outline**

Customer Service Basics

Seven Keys to successful customer service

1. Having the right attitude
2. Understanding the customer's needs
3. Communicating clearly
4. Reaching agreement
5. Checking understanding
6. Taking action
7. Building on satisfaction

Dealing with the Unhappy Customer

Dealing with the Irate Customer

Using good Telephone Skills

Customer Service & the Use of Computers

Assertive vs. Aggressive Behavior

### **Course Length & Materials**

This is an 8-hour course designed for one, 8-hour session. Materials provided include presentation handouts and folders.

## **Contact**

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