Stop surfing and socializing and

Focus
on your customer

Don’t be distracted
Make a good
First Impression

Be everything you would expect and want to your customer as you would for yourself
Welcome them with your tone and greeting

Let them *hear* your smile
Listen actively

use acceptance responses so they know you are listening
repeat all critical elements so they know you understand
paraphrase to confirm understanding
ask clarifying questions when necessary
Be prompt

Answer the phone with the designated amount of rings.
Time is valuable, don’t be slow

You’re not a turtle
So have a sense of **URGENCY**!

Empathize with their problems, treat them as your own, and they are important!
If you don’t know

It is okay, it’s not the end of the world. No one knows everything...
But... NEVER, EVER say that you...

It’s our responsibility to get the answers they need.
That’s **frustrating**!

When we say we do not know the answer it is a dead end to the user.
Use all of your TOOLS

Use your resources: your knowledge base, internet, your Subject Matter Experts, your co-workers, and anything else you need to in order to get them their answer.
Because you need to...

Find out
It’s the only reason we’re here
and call them back Promptly.
Don’t leave them on HOLD

Ask permission & keep an eye on the clock. Don’t leave them waiting!
they’re waiting for you
so tell them what to expect (research, calling someone, etc)
When they’re MAD

They are just upset about the problem
Don’t take it personally

Even when it sounds like they are mad at you
They just need their **problem fixed**

Remember: It’s why they called.
Don’t be afraid

We have all been there & walked the same roads.
You won’t have the answer for everything, so ask someone to help you when you need it.
from your manager
...or seek
ADVICE
from your co-workers

Sometimes you need tribal knowledge
to Diagnose

After you ask all the right questions
or **fix**

their problems!

We’re responsible to fix certain things on the **first contact**!
Remember to Document well

Case notes are very important for yourself, the customers and sometimes others that may need to fix the issue.
Check that there aren’t missing pieces.

Give your notes a good review to make sure you haven’t missed any important bits of information. Fill in any pieces that need clarity.
Keep Smiling

Build a good customer relationship.
Create a devoted customer.
Have confidence in yourself. You’ll do better than you think.
and a good attitude...

because you Can Do It!
Customers will remember when you make a promise, so always deliver what you say you will.
Don’t forget
To have

Take a deep breath. Sometimes they don’t know, so you have to teach them.
Say otherwise you may sound demanding and impatient.
and

Thank You

Because everyone likes to be thanked.
Always

Go the extra mile &

It helps to create the devoted customer that wants to come back.
Be prepared for a long and winding road (sometimes)
... and one last thing ...

make them happy they called
Is there anything else I can help you with?