

The Basics

Customer Service

by Stephanie Orange

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...

YES

NO

DON'T KNOW

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 in order to get them their answer.

Because you need to...

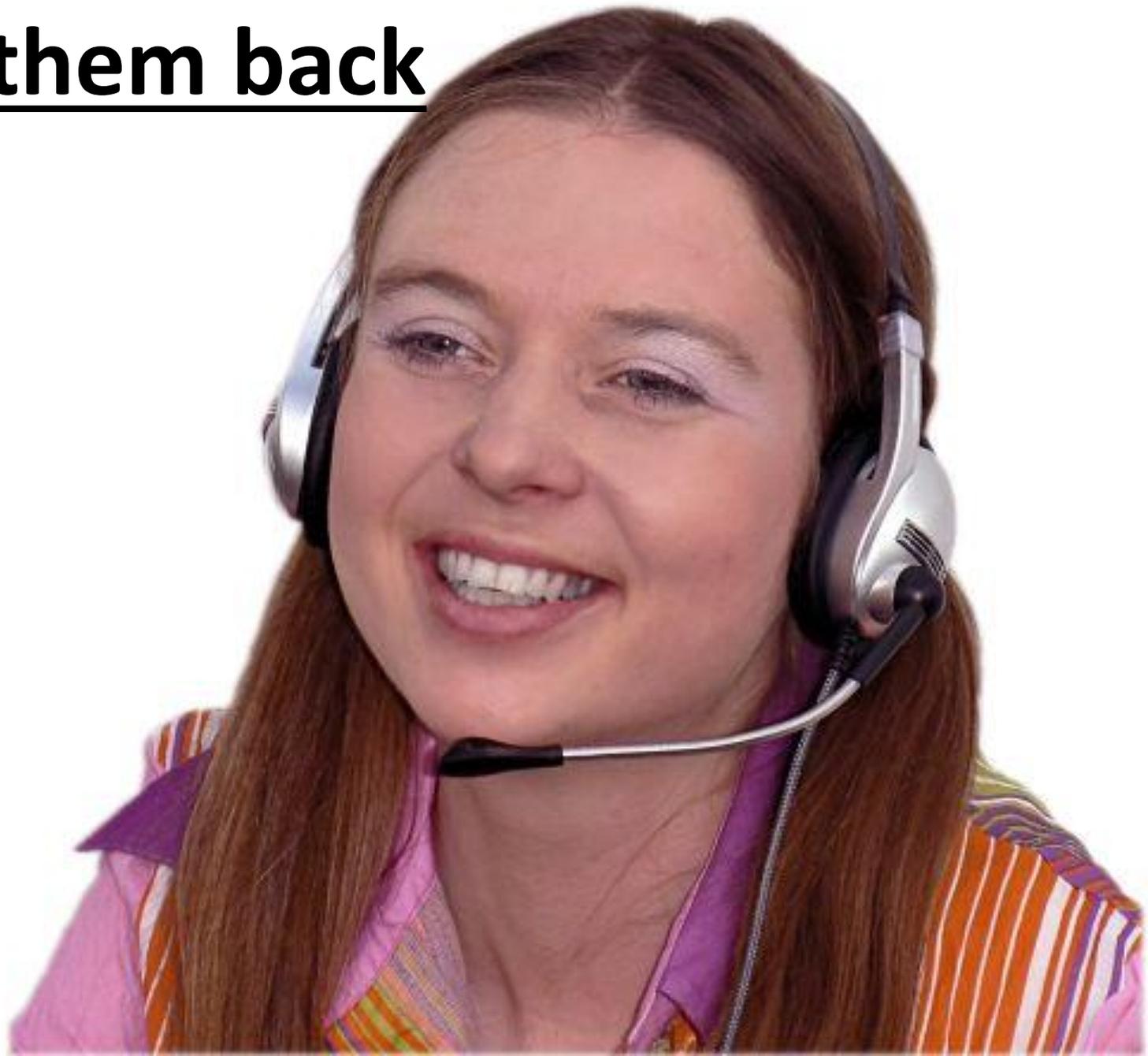


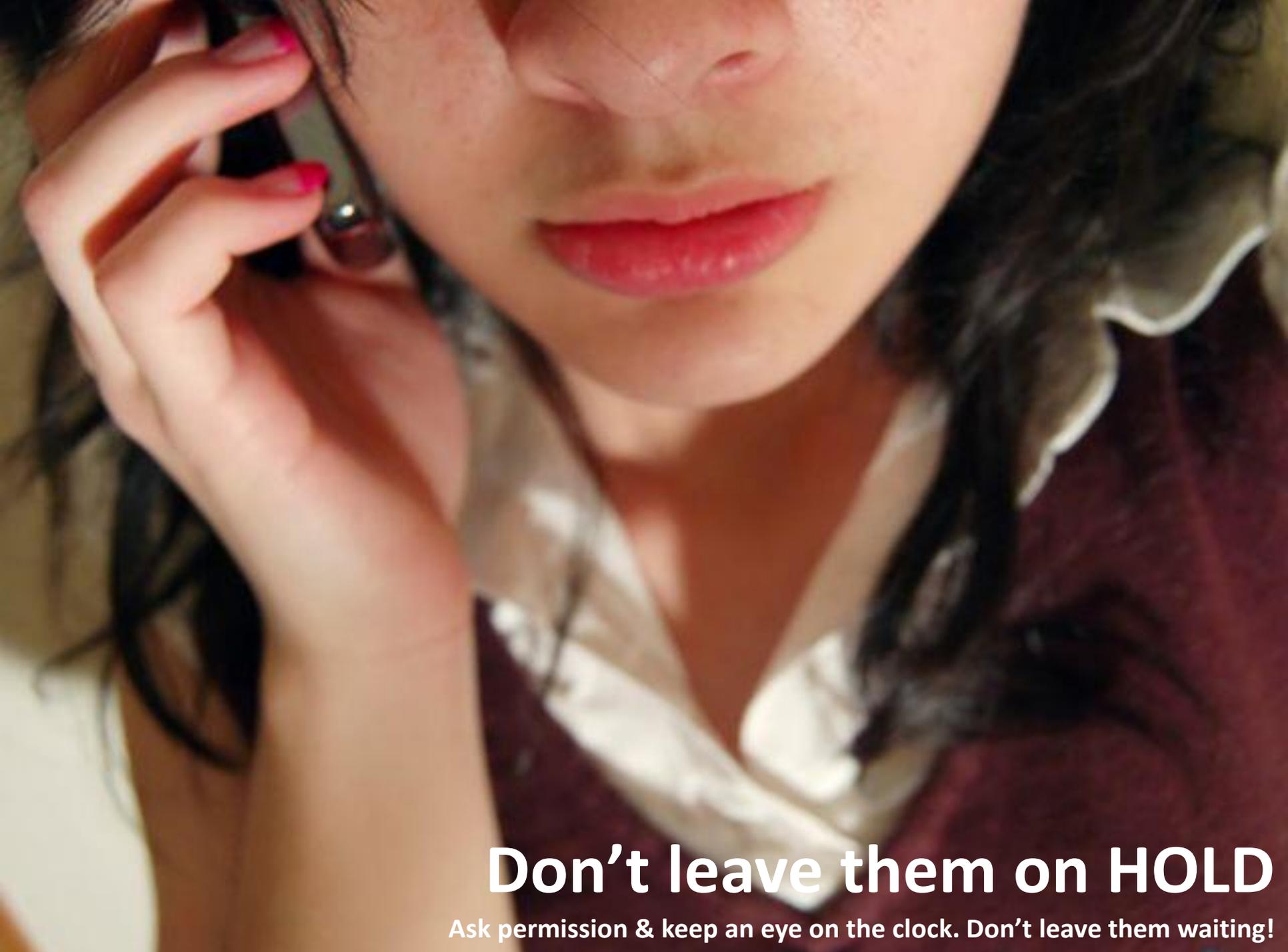
Find out

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.

to *ask* for

HELP

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!**

A person wearing a red sweater is sitting on a patterned rug, typing on a silver laptop. The laptop screen is open and shows a blue desktop background. The person's hands are positioned on the keyboard and trackpad. The background includes a green cushion and a light-colored wall.

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.**

A black silhouette of a person standing on a dark, curved surface, possibly a hill or a ledge. The person is facing away from the camera and has both arms raised, giving a thumbs-up gesture. The background is a bright, cloudy sky with a gradient from light blue to white. The overall mood is positive and motivational.

Have confidence in yourself

**You'll do better than
you think.**

and a good **attitude...**



because you **Can Do It!**

A brown cardboard box is shown from a three-quarter perspective, casting a soft shadow on the white surface below it. The box is wrapped with clear packing tape. Overlaid on the box is the text "by Delivering on your promises" in a bold, black, sans-serif font. The word "by" is smaller and positioned above "Delivering".

**by
Delivering
on your promises**

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?