

## Customer Service Diagnostic Class

**Length:** 1 Day

**Summary:** As a provider of customer service in your field, you need to interact with customers to address their concerns. To do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will identify your strengths and weaknesses so that you can increase your customer service skills as a representative.

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### COURSE CONTENT

#### CUSTOMER SERVICE JOB DETAILS

- What do you like the Most about your job?
- What do you like the Least about your job?
- Describe the best experience you have ever had at work.
- Describe your worse experience at work.
- Describe a typical day for you at work. Be specific.
- Describe what an Ideal day at work would be like.

*The purpose of this course will be to increase customer service skills by:*

- Diagnosing Issues
- Delivering Solutions
- Exploring Best Practices
- Evaluating current use of the Best Practices
- Build a workable Plan to further develop Best Practices with the team

#### CUSTOMER SERVICE CHALLENGES THAT YOU ARE FACING

- What obstacles or challenges stand in the way of you performing your job?
- What do most customers really want to know when they call in? - OR - What are the majority of customer service questions/issues you are asked on a daily basis?

#### BEST PRACTICES

- What makes you successful at what you do? Be specific.
- Do you believe this statement: "The customer is always right."?
- What are your biggest Time-wasters?