

What message are you really sending your customers?

6 Great Tips to Improve Your Customer Service Skills

- Bring about a **successful solution** to a problem. It's your job to help the customer understand. The customer *isn't* always right ... they may not understand your organization's policies and procedures.
- **Listen** when a customer talks.
- Create **positive language statements** for employees to use. Instead of, "*I'm sorry our policy is ...*" try "*Let's see what we can do ...*"
- **Build rapport** and gain trust by keeping your word and doing what you say you will do.
- **Take control** of a difficult customer situation by involving the customer in the solution.
- **Confirm understanding** by asking the customer to repeat back what was heard.

For further information on scheduling an On-Site seminar in your area, call

1-800-944-8503

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Customer Service Tips

