

CPTP Success Series Webinars

10 SOLUTIONS FOR your Customer Service Toolbox




A Production of the CPTP Team
Hosted by Christee Atwood

Those **darn customers** can be quite a challenge. **CPTP**

Oops.
I just remembered I'm one of **them!**

The tips in this session will

- Upgrade your customer service practices.
- Strengthen your customer relationships.
- Lower your stress in challenging situations.



10. Identify ALL your customers.



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JUMP PAGE

- Internal Customers
- External Customers
- Spectators



The only complaint I have about working in customer service is the customers.




9. Step into your customer's shoes.



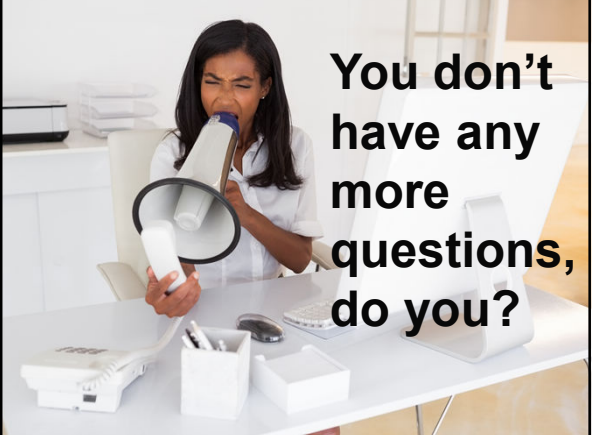
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TIP. PAGE 3



- Walk through your customers' processes.
- Create a customer service map
- Meet with others on the map
- Mistake-proof your processes


You don't have any more questions, do you?



8. Move from customer service to Consultant.





TIP. PAGE 3



- Learn what others on the map do
- Make a chart of internal resources
- Make a chart of external resources
- Share information

If you use enough acronyms, the customer will often give up and move on.



7. Create customer-centric communication.




TIP. PAGE

- Use positive language
- Eliminate red flags
- Get to know your customers
- Recognize communication preferences

Your call is important to us....

.. please enjoy this 40 minute flute solo.

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6. Use Record Keeping for professionalism.

TIP. PAGE

- Keep phone logs
- Maintain project pages
- Note service preferences of customers
- Use reminders for follow-up

We can be there between 3:00 and 3:10 a.m.

Otherwise, it will be 2026.

5. UnderPromise and OverDeliver.

AWESOME!

Excellent

Very Good

Satisfactory

Marginal

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TIP. PAGE

- Don't promise them a circus when all you have is a ferret
- Build in buffer time
- If you're running late, communicate
- Look at the finished product or service to find the "wow" opportunity



4. CLEAR the SLATE.

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How do you clear the SLATE?

- A. Talk it out
- B. Meditation / Prayer
- C. Take a break
- D. Music
- E. Saying "\$%^\$#@!"
- F. Other...

TIP. PAGE

- Step back.
- Clear out the baggage.
- Let go of win-lose thinking.
- Remember Q-TIP.



3. Create a new listening mode.




TIP. PAGE

- Turn away from electronics.
- Summarize to ensure understanding.
- Look for commonalities.
- Hear what's not being said.

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CUSTOMER SERVICE DEPT.



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"Who picked 'I Can't Get No Satisfaction' to be our on-hold music?"

2. Use QUESTIONS to TAILOR your service.



TIP. PAGE

- Find out what matters to the customer.
- Ask questions to anticipate needs.
- Create FAQ lists.

YOU CAN'T CONTROL EVERYTHING



YOUR HAIR WAS PUT ON YOUR HEAD TO REMIND YOU OF THAT!

KNOWYOURHAIR.COM

1. Transform challenges to changes.




JUMP PAGE

- Evaluate each interaction
- Create a process journal
- Share solutions
-
-
-

shameless.plug

Training & Workforce Development / Comprehensive Public Training Program (CPTP)

By Program By Competency By Topic/Skills By Format All Courses

Learn something new

Creating Your Action Plan

May we suggest?

- Providing Quality Service



Success Series Webinars

10 TECHNIQUES TO PROFESSIONAL Recruiting AND Job Interviews

A Production of the CPTP Team

