Success Series Webinars

10 SOLUTIIONS FOR your Customer Service Toolbox
A Production of the CPTP Team Hosted by Christee Atwood

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

**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.

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10. **Identify ALL your customers.**

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

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9. **Step into your customer’s shoes.**

TIP PAGE
- Internal Customers
- External Customers
- Spectators
2

8. Move from customer service to Consultant.

7. Create customer-centric communication.

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

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

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

TIP PAGE
- You don’t have any more questions, do you?
3.

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

TIP PAGE

5. UnderPromise and OverDeliver.

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

TIP PAGE

We can be there between 3:00 and 3:10 a.m.
Otherwise, it will be 2026.

5.

- Use Record Keeping for professionalism.
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

In the interest of good customer service, I think I should go home now.

How do you clear the Slate?
A. Talk it out
B. Meditation / Prayer
C. Take a break
D. Music
E. Saying “$%^$#@!”
F. Other...

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

SO I'M LIKE
GIVE ME JUST TWO MINUTES WHILE I WORK ON YOUR ACCOUNT
3. Create a new listening mode.

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

2. Use QUESTIONS to TAILOR your service.

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

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

shameless.plug

Learn something new

Creating Your Action Plan

May we suggest?

- Providing Quality Service

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10 TECHNIQUES TO PROFESSIONAL Recruiting AND Job Interviews

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