



**STUDENT TO EXCEPTIONAL EMPLOYEE**

SEE WHAT STUDENT EMPLOYMENT  
CAN DO FOR YOU

# Customer Service 101

Skills to Help You Deliver Exceptional Customer Service



# Listen Properly

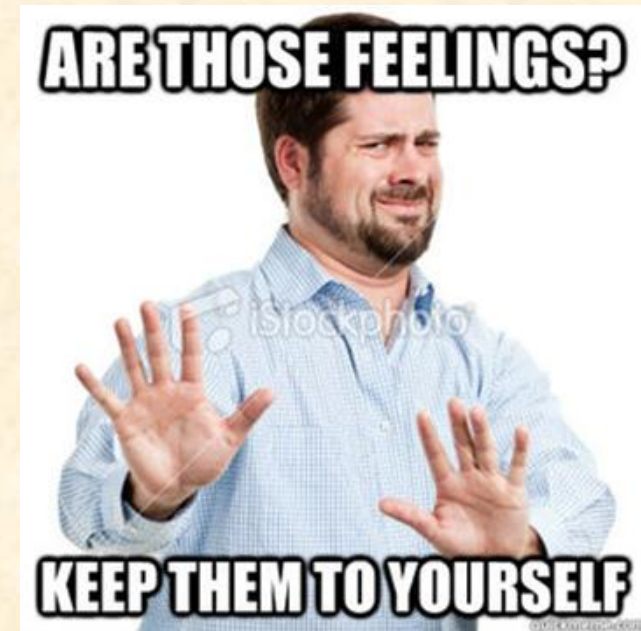
When talking to a customer make sure you are actively listening to what they are saying.

Try taking notes when on the phone, and concentrate when dealing with a customer face to face.



# Leave Your Feelings at the Door

- If a customer begins to become upset and difficult about a situation remember that they are mad about the company, product, or service – not specifically you.
- The customer is looking to you for help from a situation, their attitude and feelings are not directed at you.
- The customer simply wants to solve their problem.



# Read Their Body Language

Always try to watch the customer's body language and mirror it.

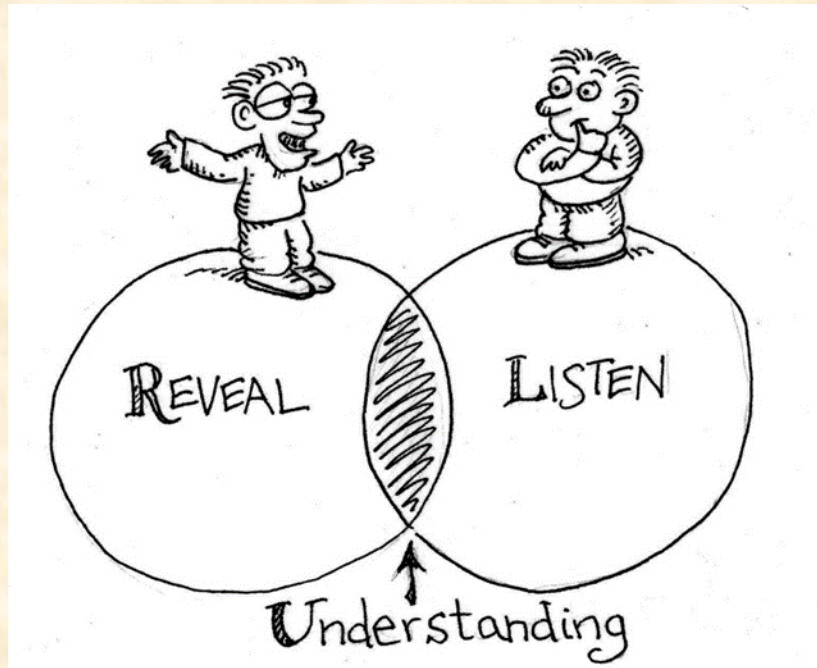
If a customer is nervous or shy, then do not adopt an aggressive and loud stance.

**IT'S WHAT YOU DON'T SAY THAT COUNTS!**

lying?  
hiding something, but what?  
hostile attitude?  
insecure?  
interested?  
thinks you're stupid?  
aggressive?  
defensive?  
not open to communicating?  
menacing?  
closed mind?  
impatient to leave?

**LEARN TO READ AND INFLUENCE PEOPLE THROUGH NONVERBAL COMMUNICATION.**

# Empathy is Key



Showing you really understand your customer will create an important bond between you and the customer. Repeating what they've said to confirm and then saying 'I completely understand why you'd be so upset' really clarifies that you've understood.

A big part of listening is understanding.

# Be Helpful

Avoid turning away a customer saying that you cannot help them.

If they need to speak with someone in a different department go out of your way and find the contact information they will need to get in touch with the correct person.



# Keep Calm

You have to remain calm be patient!

Take a step back and imagine if you were in their shoes.

When a customer becomes angry and irate, realize that they are not angry with you personally.

Do not become angry, stay calm.



# Learn to De-Stress



Providing customer service all day can be draining and exhausting. To keep your work station happy and positive by playing music at an appropriate volume and decorating your desk with pictures, and personal items.

Remaining happy is a huge part of providing excellent customer service.



# Keep Your Team Happy



A job is much easier and relaxed when you have a group of colleagues you can depend on when you need someone to cover for you.

Coworkers can also be a source of comfort and positivity after a tough day at work.

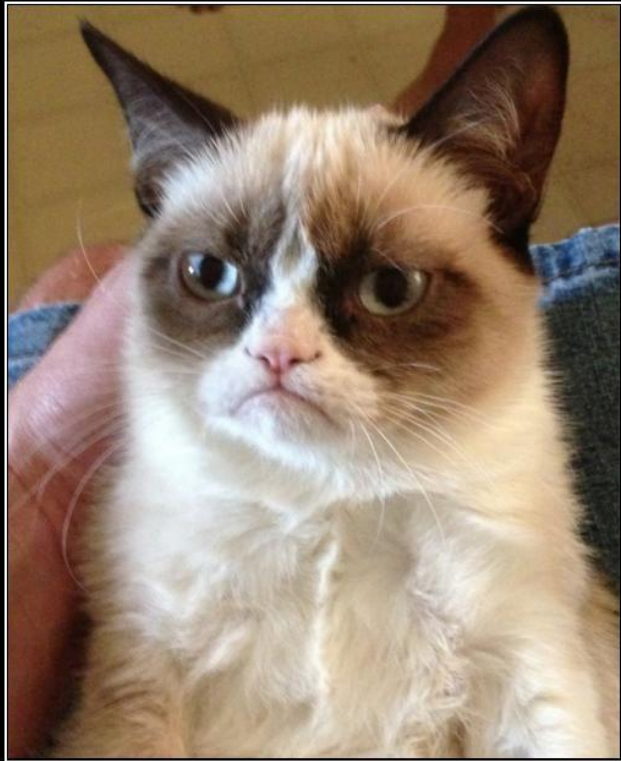
Keep your team happy by staying positive and being a reliable member.

# Look Professional



You should look put together and professional at all times when at work.  
Avoid loud colors and prints, excessive make-up, and revealing clothing.

# Smile



**I SMILED ONCE**

It was painful

Stay positive!  
Smiling lets the customer know you are approachable and friendly.  
Don't be grumpy cat.

