

(Library ebook) File size: 48.Mb

# Common Sense Customer Service - Improve Your Job Skills Provide A Great Customer Experience (English Edition)

## Common Sense Customer Service

*Improve Your Job Skills  
&  
Provide A Great Customer Experience*



**Victoria Wells**

*Par Victoria Wells*

*audiobook / \*ebooks / Download PDF /  
ePub / DOC*

Dtails sur le produit Publi le: 2013-03-11  
Sorti le: 2013-03-11  
Format: Ebook  
Kindle

(Library ebook) Common Sense Customer Service - Improve Your Job Skills Provide A Great Customer Experience (English Edition)

**Par Victoria Wells : Common Sense Customer Service - Improve Your Job Skills Provide A Great Customer Experience (English Edition)** before purchasing it in order to gage whether or not it would be worth my time, and all praised Common Sense Customer Service - Improve Your Job Skills Provide A Great Customer Experience (English Edition):

 **Download**

 **Read Online**

### **Description :**

Prsentation de l'diteurA Must Have Resource For Anyone In The Customer Service FieldFor Job SeekersCommon Sense Customer Service helps job seekers that are looking for a career in customer service. This book gives them a good grounding in what is involved in delivering truly excellent customer service. It also explains how being an amazing customer service representatives benefits themselves, the customer and the company. The job seeker can be certain that they have the skills that are required for such a position and

can effectively communicate that when applying for a career in customer service. For Customer Service Training Common Sense Customer Service is a must-have book to add to any customer service training program. It's great for large or small companies since it is general enough for any industry but in-depth enough to be truly useful. Victoria Wells talks from a wealth of customer service experiences in a non-threatening, chatty style that most people find easy to read and easy to absorb. This book can be the basis of a training program, an addition to a training program and a reference guide. For Managers/Owners Every manager/owner should have a copy of this book for themselves, too. The Extra Chapter is targeted specifically at managers/owners and includes some valuable insights. Managers/owners will come away with a new appreciation and understanding of their role in attaining company wide, exceptional customer service, as well as ideas on how to effectively reward, or constructively criticize, their customer service personnel.

**Basic Customer Service Concepts**  
Do Unto Others  
The Customer is Always Right - NOT!  
The Customer is Always the Customer  
Attitude and personality  
Personality Attitude  
General telephone basics  
Automated Attendant or Not? Pick Up The Phone!  
Physical Telephone Message Records  
Setting Up Your Automated Attendant  
How to Answer the Phone  
Don't make the greeting too long  
Return Voice Messages  
Telephone Tag  
It Doesn't Stop There  
Don't Badger  
Communicating With Your Customers  
In Person  
In Person Trumps On The Phone  
By Email  
By Phone  
By Regular Mail  
Upselling  
Dealing with Different Types of Customers  
Understanding Your Customers  
What do most customers really want?  
Learn to Listen  
Recap  
The Golden Rule  
The Demanding Customer  
The Unhappy Customer  
The Unreasonable Customer  
The Abusive Customer  
The Accommodating Customer  
Internal Customers  
Don't Play Politics  
Under-promise and over-deliver  
Promises, Promises, Promises  
Under Promise and Over Deliver  
Keeping the Customer Informed  
Follow Up, Follow Up, Follow Up  
Knowing your limits  
Company Policies  
Use Your Authority Wisely  
Dealing with stress  
Don't Take It Personally  
On the Phone  
In Person  
If It's Truly Too Much  
Never Complain to a Customer  
Good note keeping  
Manual Note Keeping  
Be Concise, Not Cryptic  
Be Consistent  
Critical Information  
Separating Notes  
Indicating Completion  
Tracking Older Notes That Are Not Yet Complete  
Keeping Older Books of Notes Handy  
Electronic Note Keeping  
Keeping Good Customer Records  
Follow Up, Follow Up, Follow Up  
The Importance of Following Up  
Keeping Your Customer In The Loop  
Why Following Up With Your Customer Is So Important  
Ways To Follow Up  
Additional Advantages of Keeping Your Customers Informed  
Bonus Chapter for the Manager/Owner  
Lead By Example  
Management by Walking Around  
Technology  
Other things to consider are  
Empowering Your Employees  
Rewarding Your Employees  
Praise In Public, Criticize In Private  
Constructive Criticism  
When an Employee is not a Good Fit for Your Company  
Présentation de l'diteur  
A Must Have Resource For Anyone In The Customer Service Field  
For Job Seekers  
Common Sense Customer Service helps job seekers that are looking for a career in customer service. This book gives them a good grounding in what is involved in delivering truly excellent customer service. It also explains how being an amazing customer service representatives benefits themselves, the customer and the company. The job seeker can be certain that they have the skills that are required for such a position and can effectively communicate that when applying for a career in customer service.

For Customer Service Training Common Sense Customer Service is a must-have book to add to any customer service training program. It's great for large or small companies since it is general enough for any industry but in-depth enough to be truly useful. Victoria Wells talks from a wealth of customer service experiences in a non-threatening, chatty style that most people find easy to read and easy to absorb. This book can be the basis of a training program, an addition to a training program and a reference guide. For Managers/Owners Every manager/owner should have a copy of this book for themselves, too. The Extra Chapter is targeted specifically at managers/owners and includes some valuable insights. Managers/owners will come away with a new appreciation and understanding of their role in attaining company wide, exceptional customer service, as well as ideas on how to effectively reward, or constructively criticize, their customer service personnel.

**Basic Customer Service Concepts**  
Do Unto Others  
The Customer is Always Right - NOT!  
The Customer is Always the Customer  
Attitude and personality  
Personality Attitude  
General telephone basics  
Automated Attendant or Not? Pick Up The Phone!  
Physical Telephone Message Records  
Setting Up Your Automated Attendant  
How to Answer the Phone  
Don't make the greeting too long  
Return Voice Messages  
Telephone Tag  
It Doesn't Stop There  
Don't Badger  
Communicating With Your Customers  
In Person  
In Person Trumps On The Phone  
By Email  
By Phone  
By Regular Mail  
Upselling  
Dealing with Different Types of Customers  
Understanding Your Customers  
What do most customers really want?  
Learn to Listen  
Recap  
The Golden Rule  
The Demanding Customer  
The Unhappy Customer  
The Unreasonable Customer  
The Abusive Customer  
The Accommodating Customer  
Internal Customers  
Don't Play

Politics Under-promise and over-deliver Promises, Promises, Promises Under Promise and Over Deliver Keeping the Customer Informed Follow Up, Follow Up, Follow Up Knowing your limits Company Policies Use Your Authority Wisely Dealing with stress Don't Take It Personally On the Phone In Person If It's Truly Too Much Never Complain to a Customer Good note keeping Manual Note Keeping Be Concise, Not Cryptic Be Consistent Critical Information Separating Notes Indicating Completion Tracking Older Notes That Are Not Yet Complete Keeping Older Books of Notes Handy Electronic Note Keeping Keeping Good Customer Records Follow Up, Follow Up, Follow Up The Importance of Following Up Keeping Your Customer In The Loop Why Following Up With Your Customer Is So Important Ways To Follow Up Additional Advantages of Keeping Your Customers Informed Bonus Chapter for the Manager/Owner Lead By Example Management by Walking Around Technology Other things to consider are Empowering Your Employees Rewarding Your Employees Praise In Public, Criticize In Private Constructive Criticism When an Employee is not a Good Fit for Your Company

Biographie de l'auteur Victoria Wells has been in the customer service field for over 30 years. She has a unique perspective on the role of a customer service representative as, throughout her career, she has been an employee, an employer and a consultant. Victoria has had the opportunity and the privilege to work with many different companies in diverse fields. She felt that a simple, common sense, no-nonsense guide to a career in customer service was missing from all the training books and manuals available. Her writing style is chatty and non-threatening. She uses experiences from her own career to highlight, and bring clarity to, the advice she offers.