

Milestones to Success – Customer Service Skills

Listed below are some of the skills and techniques which will form an important part in your success on the **Axio Development** Customer Service skills training course. They are organised into 5 categories – we refer to them as the milestones to success. So that you can identify the benefits you want to gain and to measure your progress tick the circles alongside the areas that you identify as being particularly relevant to you, then prioritise the 5 main areas in order of importance: 1 being the highest, 5 the lowest. Bring this page with you to the course.

Defining world class customer service

- Knowing what world class customer service looks like, sounds and feels like?
- Putting yourself in the customers shoes
- Setting out clear service standards
- Understanding the roles and responsibilities in your organisation

Handling customer enquiries

- Meeting customer expectations
- Creating lasting first impressions
- Overcoming the communication challenges
- Controlling interactions with the customer

Professional telephone skills

- Structuring the calls
- Effective listening and questioning skills
- Responding assertively
- Communicating with differing people
- Adjusting your communication style

Handling complaints and objections

- Responding effectively to the complainant
- Handling the emotion in the complaint
- Responding to concerns and objections
- Dealing with angry, abusive and upset customers

Professional written communication

- Structuring written communication effectively
- Attention to detail
- Use of positive words and phrases

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What will progress in these areas allow you to achieve?