



# UPC BUSINESS SOLUTIONS

## CUSTOMER SERVICE TRAINING

### CUSTOMER SERVICE TRAINING PROGRAM

UPC Business Solutions is the Premiere Customer Service Training and Management Company in the country. With over 60 years of combined hands-on experience in human resource structure and customer service, we have exceeded every customary standard guideline in the field of one-on-one customer service training, management and implementation. We realize that every business must first realize that the customer is the primary key to your success.

We focus on the three fundamental elements that must exist and be cultivated in order for great service to flourish; expand your idea of service, consider or reconsider who your customers are and develop customer friendly service techniques and systems.

We have not only designed an excellent customer service training program, but are also able to create special customer service training modules for your specific industry. We know that for your customer service to excel, we must first provide the finest and highest quality training and consulting to you.

Some of the Company awareness and intervention programs that we offer include:

- Measuring Real Performance
- Human Resource Strategies
- Customer Service 101
- Human Resource Manual
- Executive Customer Service
- Human Resource Implementation
- Managing Customer Service
- Employee and Customer Safety
- Job Functions Assessment
- Nightclub Security Specialist
- Policy Handbooks
- Financial Planning and Structure

What will make our programs successful?

- Secure the support of the top management.
- Appoint a company leader to oversee the program.



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- Collect some form of data to measure.
- Create a simple plan and set simple goals.
- Choose the appropriate intervention.
- Create a supportive environment.
- Carefully evaluate outcomes.

What is the process of our programs?

- Conduct detailed interview with executive division.
- Structure outline of any materials needed for the program.
- Structure outline of any course training needed for implementation of program.
- Supply educational and consulting staff for the program.
- Evaluate and certify all participants in the program.

## CUSTOMER SERVICE 101:

Course Description:

This Customer Service course provides guidelines and best practices for providing excellent customer service that will enable front-line associates and service staff in back-up and support roles to build, maintain and increase a loyal customer base.

Target Audience This Customer Service training is recommended for customer service professionals, service agents, front-line workers, managers, supervisors and business professionals, who wish to specialize in the customer service business segment. This course is also applicable as a refresher course.

Learning Objectives: Upon successful completion of this Customer Service training class, students will be able to:

- Maintain a Positive Attitude
- Show Attentiveness to Customers
- Build Rapport with Customers
- Use Customer Friendly Language
- Deal Effectively with Customer Complaints and Problems
- Handle Angry and Difficult Customers
- Interpret Non-Verbal Communication
- Provide Quality Service over the Phone
- Communicate Effectively through E-mail



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The following is an Outline of the Course:

## TABLE OF CONTENTS

### EXECUTIVE SUMMARY

#### MODULE 1 - CUSTOMER SERVICE

1. INTRODUCTION TO CUSTOMER SERVICE
2. THE THREE KEY ELEMENTS
3. WHAT CUSTOMER SERVICE MEANS
4. CUSTOMER SERVICE QUALITIES
5. TAKING AN HONEST LOOK AT YOUR CUSTOMER SERVICE
6. WHO ARE YOUR CUSTOMERS?

#### MODULE 2 - SIMPLE ACTIONS – HUGE RETURNS

1. NON-VERBAL COMMUNICATION
2. TONE OF VOICE
3. TELEPHONE ETIQUETTE
4. FIRST IMPRESSIONS – YOU ONLY GET ONE
5. TEN MAJOR DO'S AND DON'TS OF CUSTOMER SERVICE

#### MODULE 3 - PRACTICE WHAT YOU PREACH

1. THE CUSTOMER SERVICE CASE STUDY – FIVE EASY PIECES
2. COMMUNICATING WITH THE UNSATISFIED CUSTOMER
3. SOLVING THE CUSTOMER'S PROBLEMS
4. CASE STUDY – GOOD SERVICE

#### MODULE 4 - SERVICE SUCCESS IN YOUR COMPANY OR ORGANIZATION

1. CUSTOMER SERVICE STARTS ON TOP
2. CUSTOMER SERVICE TRAINING
3. HIRING CUSTOMER FRIENDLY, MOTIVATED EMPLOYEES
4. THE CUSTOMER-ORIENTED COMPANY



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## **Training Levels:**

There are three levels of Training for the Customer Service Program

### **Level One: Six Hour Course (Certification Received)**

Interactive Customer Service training session. This course will include a student manual, power-point, self-assessment test and a final examination which participants must achieve 90% or higher to pass.

Who must attend: Staff, Management, Executive

### **Level Two: Two Hour Course (Certification Received)**

Interactive Customer Service training for Managers. This session will teach management how to institute training and change outlooks, focus areas and improve the performance of your staff.

Who must attend: Management, Executive

### **Level Three: Four Hour Course (Certificate Received)**

Interactive Branding and Publicity development session. An intense marketing and brand identity course that will teach your establishment how to maximize your Customer Service Excellence to the Public.

Who must attend: Management, Executive

**PLEASE CONTACT US FOR PRICING**



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