

Customer Service

Selling Skills

This course will improve students' ability to target prospective customers and enable them to better secure and utilize face-to-face appointments to achieve business and sales goals. Students will learn to handle objections, stalls and other obstacles to sales. Improved time management, speaking and networking skills are also taught as well as tips for ensuring client loyalty.

FISH! Philosophy

The four principles of the FISH! Philosophy - Be There, Play, Make Their Day and Choose Your Attitude - will influence students to renew their commitment, attitude and energy towards their work, their customers and those they work with. Students will be able to improve productivity and discover ways to energize themselves, their coworkers and customers.

Communicating with Diplomacy and Tact

Students will learn how to build stronger and better relationships with customers, peers, employees and supervisors. Students will learn to handle negative feedback and learn techniques for giving constructive feedback. Students will also learn to get along with chronically difficult coworkers and to resolve conflict more productively.

Service Plus

This course aids students in creating a superior level of service, helping eliminate customer defections and strengthening customer satisfaction and loyalty. Service providers will gain a toolbox of skills for effectively and efficiently handling all types of customer interactions. Students learn to think and act consistently to please customers and to create unprecedented levels of customer satisfaction and loyalty. They will also learn to ensure repeat business and increase word-of-mouth referrals.

Customer Service Skills

Students will gain practical knowledge and tools to understand and operate successfully in a customer-focused environment. Students will learn to improve workplace interactions, understand customer service requirements, focus on customers' needs and handle challenging customers.

Telephone Etiquette

This course will teach students to assess their voices and provides tips for improvement. Students learn proper etiquette for greeting customers, taking clear messages, transferring calls, placing customers on hold, returning calls and effectively using voicemail. The course will also teach students what voice characteristics and phrases customers should and should not hear.

Presentation Skills

Students will learn how to prepare for presentations, beginning by analyzing their audience and preparing the visual aids. They will learn the components of a good presentation (visual, voice, body language, gestures, eye contact and questioning techniques). Attendees give several presentations and receive feedback from others on the main components of a good presentation.

Communicating and Listening

This course will enable students to send and receive clear, accurate messages and to actively listen to and understand what others say. They will learn to manage internal and external distractions that can interfere with communication, manage the nonverbal messages that they send and receive and match the appropriate method of communication to their messages.



Your Partner in Training!

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