



Providing Exceptional Customer Service

February 17, 2021



Agenda

- 1 Factors that Create a Negative Impression
- 2 What Customers Want
- 3 The Basics of Exceptional Customer Service
- 4 How to Tell a Customer “No”
- 5 How to Handle a Difficult Customer
- 6 Q&A

Instructions for Submitting Questions with GoToWebinar



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› In the control panel, there is a dropdown section entitled, “Questions”



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› We will try to answer all the questions within the allotted time; however, if you did not get your question answered or if you come up with a question after the webinar ended, please contact webinarHRhelp@Vensure.com

Our Panelist



Robin Paggi
Training and Development Specialist

1

Factors That Create a Negative Impression

Factors That Create a Negative Impression



Making the Customer Wait



Not Saying “Please” or “Thank You”



Poor Non-verbal Communication



Speaking Loudly or Condescendingly



Not Promptly Answering the Phone

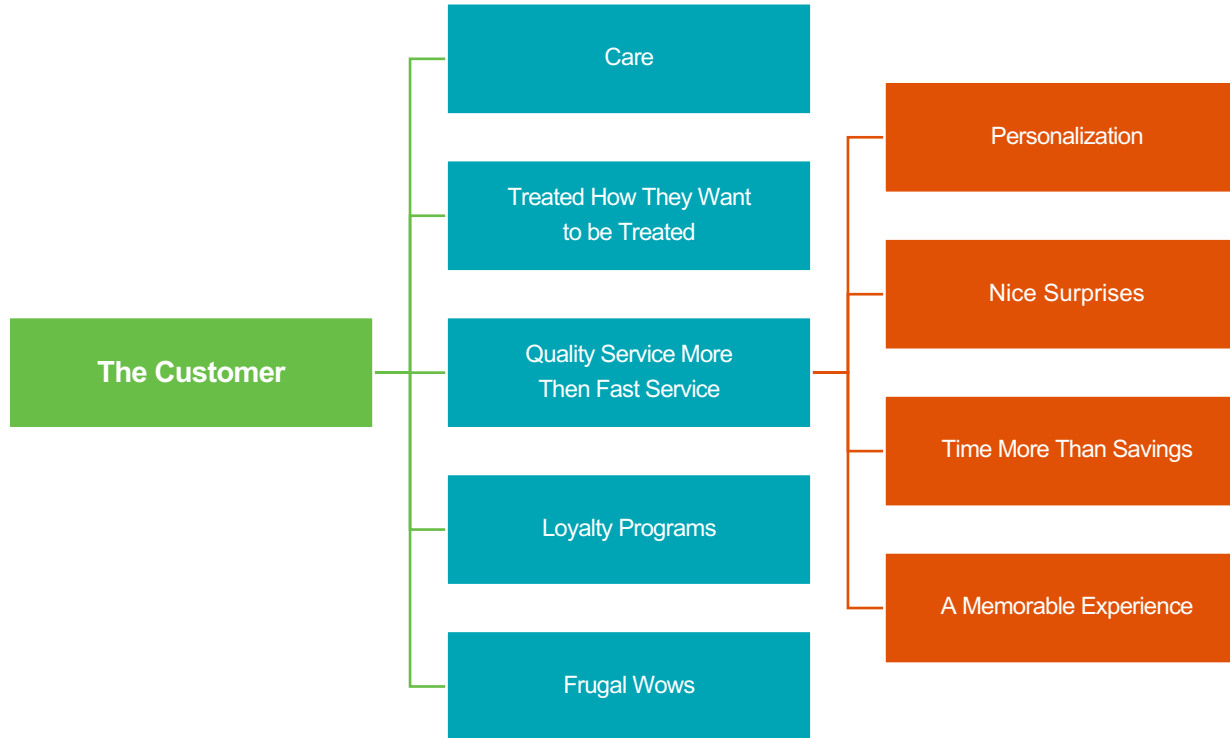


**Focusing on Another Task While
Serving the Customer**

2

What Customers Want

What Customers Want



3

The Basics of Customer Service



The Basics of Customer Service

- › Make Eye Contact and Smile
- › Greet and Welcome Each and Every Customer
- › Seek Out Customer Contact
- › Provide Immediate Service Recovery
- › Display Appropriate Body Language at All Times
- › Preserve the Experience
- › Thank Every Customer

4

How to Tell a Customer “No”

How to Tell a Customer "No"

- › Our Reaction to Hearing "No"
- › Focus on What You Can Do, Not What You Can't Do
- › Apologize
- › Explain the Situation
- › Don't Overcompensate

5

How to Handle a Difficult Customer

How to Handle a Difficult Customer



Remain Calm



Don't Take It Personally



Use Your Best Listening Skills



Actively Sympathize



Apologize Gracefully



Find a Solution



Take a Few Moments on
Your Own

Q&A

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**Thank You for
Your Time**

