

# The Customer Service Training Tool Kit



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Train your staff to provide great customer service in every situation! Now, with the help of these fun, motivational training activities, you can design and deliver a

state-of-the-art customer service training program in a fraction of the time it would take to develop a program from scratch. This comprehensive tool kit contains 60 ready-to-use activities that can be used 'as is' in short sessions of less than an hour or combined to create longer programs that you can tailor to the specific needs of your frontline employees. All of the activities - which range from provocative role-playing exercises to intriguing 'What Would You Do In This Situation?' questionnaires - have been tested and proven highly effective in developing positive attitudes and customer-friendly behavior in service employees. What's more, participants in these sessions tend to enjoy them and look forward to them as they learn to: revitalize their energy on 'bad days'; listen to customers with an open mind; bring empathy to all customer encounters; overcome barriers that inhibit problem solving; use words that inspire trust and confidence; pacify unhappy customers; end a conversation gracefully; find 'win-win' solutions to all kinds of problems; and, much, much more! Filled with reproducible participant handouts, worksheets, questionnaires, and overhead masters, this one-of-kind tool kit will help you put together a superb customer service training program with a minimum of effort.

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