



Dealing a Winning Service Hand

HOW IS DEALING A WINNING SERVICE HAND DIFFERENT?

Most customer service training programs require taking your staff off the phones for an extended period, and allow little flexibility.

Additionally, most training programs are an event, rather than an on-going process. No matter how good a training program is, without on-going reinforcement, any change in behavior will only be short-term.

Working in a call center is a tough, stressful job. Having a supportive and fun atmosphere improves morale and reduces turnover. *Dealing a Winning Customer Service Hand* is a fun and non-threatening way to learn new skills and discuss situations that may be difficult to handle.

Additionally, the program is designed to encourage fun and friendly competition with the addition of *Winning the Customer Service Game*. All the activities around the program encourage learning about how to interact more effectively with customers as well as with other staff members.

HOW YOUR ORGANIZATION WILL BENEFIT

Every time a customer has contact with your organization, you have the opportunity to gain a loyal customer or lose that customer to your competitor. It's your choice.

Dealing a Winning Service Hand can help you win the loyalty of your customers by:

- ★ Ensuring that your customer contact staff have the skills necessary to provide stellar service.
- ★ Limiting the time your staff is away from the phones.
- ★ Keeping the importance of customer service top-of-mind with your call takers.
- ★ Improving the morale within the call center.

AUDIENCE

Anyone working with customers in a voice-to-voice environment.

TIME

54 Lessons each lasting 20 - 30 minutes for a total time of approximately 18 hours.

WHAT IS IT?

One of the biggest challenges in a large corporate call center is finding the time to conduct new training and refresher courses. Business FUNdamentals has the solution: **easy to deliver, affordable training!**

We have developed a Skill Card Deck consisting of 52 cards and 2 "Jokers" that are Team Building Activities. These Skill Cards (Lessons) can easily be administered in a team meeting, individually or in a classroom.

Each card consists of three separate sections: Think About It, Talk About It and Do It.

Think About It - The first section of the card provides background information on the subject and how it relates to customers.

Talk About It - The second section of each card poses a series of questions to generate discussion. The Leader's Companion Guide provides possible answers for all the questions in this section.

Do It - Each card provides an exercise that is to be done individually or in a group setting. Directions are provided on each card that instruct participants how to proceed.



Card Titles

I've Got Service Attitude!
Appreciation
Moments of Truth
Bond of Trust
Personal and Business Needs
Making a Good First Impression
It's The First Time
People, People, People
Expectations
Your Voice is You!
Words
Voices
Body Language
Phone Manners
How Rude!
Show 'Em That You Care
Passive Listening
Paraphrasing
Distractions
Hot Buttons!
Disrespect
Talk To Yourself
Tapes
Questions
You Want What, When?
R.E.S.P.E.C.T
Speed or Service?
Apologies
Reality Triangle
Stress From A - Z
What Glass?
You Get What You Give
Empathy
Getting to the Issue
Handling Really Emotional
Situations
Been There, Thought That
On the Other Hand
Oh No!
Ways to Say No
And More . . .

Wait! There's More . . .

In addition to the skills cards, Business FUNdamentals, Inc. offerings include:

- ★ A Game using our Skills Card Deck
- ★ Situation Cards
- ★ It Happens Cards
- ★ Participant Service Journal
- ★ Leader Guide
- ★ A 2 day fun-filled interactive Facilitator Workshop



Developed by our expert designers with over 75 years of combined workplace experience in customer service and call center training.

Your *Dealing A Winning Service Hand* program comes equipped with a unique deck of skill cards that contain quick and easy to administer sessions:

- ★ Flexible and interactive.
- ★ Facilitated in 30 minutes or less.
- ★ Used individually or with a team.
- ★ Easily facilitated at any level of your organization from the front-line to management.
- ★ Provides skills your participants will apply immediately.
- ★ Compact and easy to carry, each card measures only 8.5" x 5.5".
- ★ Affordable starting at only \$49.00



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