

# Overview: Success Tips In A Customer Service Career

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A career in customer service is very one of the most intriguing and rewarding careers in the world today.

*According to the US bureau of statistics, employment of customer service professionals is projected to grow 10 percent from 2014 to 2024.*

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This is faster than the average growth rate for all other occupations and it indicates a strong demand for customer service professionals. With more companies now focusing on improving their customer service & experience ratings, this is the best time to be in customer service.

The customer service prowess of employees today plays a very key in the success of businesses and brands. Those who will become the valuable resources in any organization tomorrow, will be those who can understand what the customers wants, and can make the best decisions to satisfy those needs

You will gain very valuable & insightful knowledge what it takes to be the customer service employee every organization needs, and skills that will significantly increase your chances of growth and success in customer service.

## **WHO SHOULD ATTEND?**

This course will benefit any employee who deals directly with customers i.e. Customer service representatives; Call center agents, Front Desk Executives, sales reps, and Relationship Managers.

**COURSE DURATION: 2 DAYS (MINIMUM 8 HOURS)**

## **Outline**

### **Part One**

1. Overview of Customer service profession
2. career paths in customer service
3. Most important customer service skills
4. Communicating Effectively
5. The Art of Empathy

### **Part Two**

6. 6 Rules of Success In Customer Service
7. Productivity Tools For Customer Service
8. Positivity: The Winning Mindset
9. The Power of One (Discussion)
10. Case Studies