



CUSTOMER SERVICE BOOST CAMP

With Great Power Comes Great Responsibility

TVPPA

Behind the Name

- Introduce yourself by name and your job title
- How long you've been in the position
- Your strengths and weaknesses
- Your toughest Customer svc. challenge



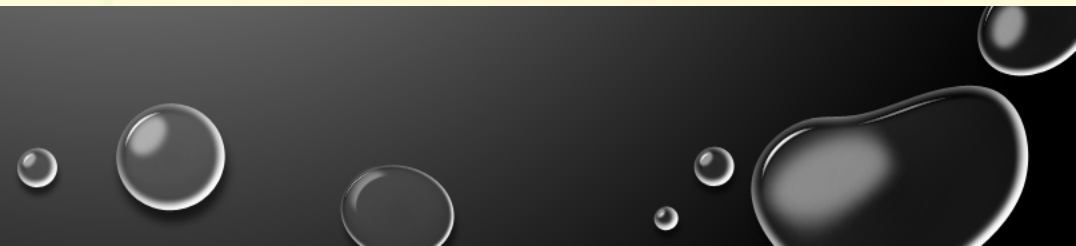
80%

OF COMPANIES BELIEVE
THEY DELIVER
"SUPERIOR"
CUSTOMER SERVICE ...

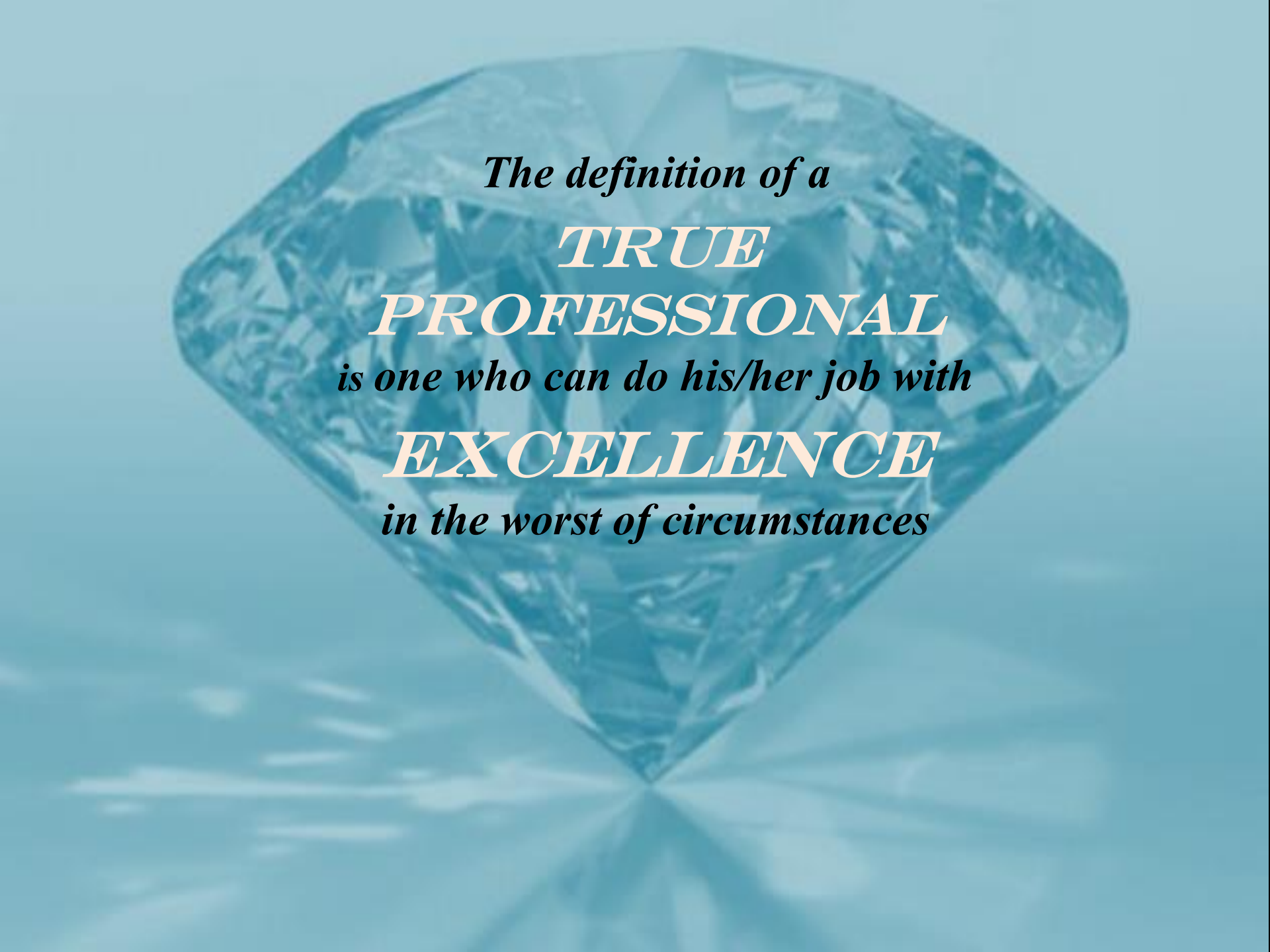
BUT
ONLY

8%

OF CUSTOMERS THINK
THESE SAME COMPANIES
DELIVER "SUPERIOR"
CUSTOMER SERVICE.



**YOU MUST HAVE
YOUR BILL WITH YOU
TO MAKE PAYMENT!**

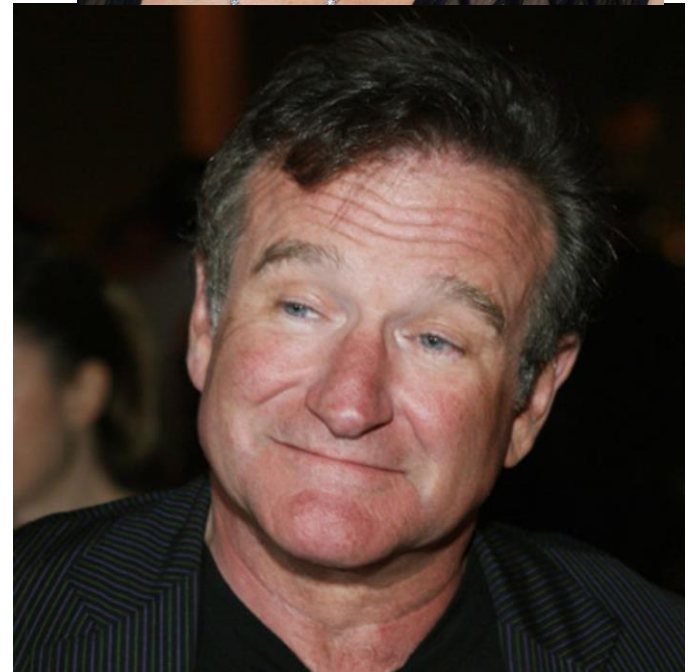
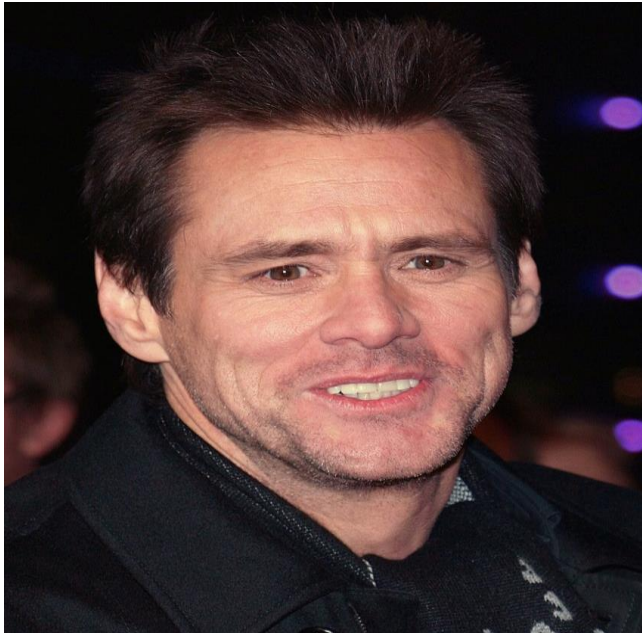
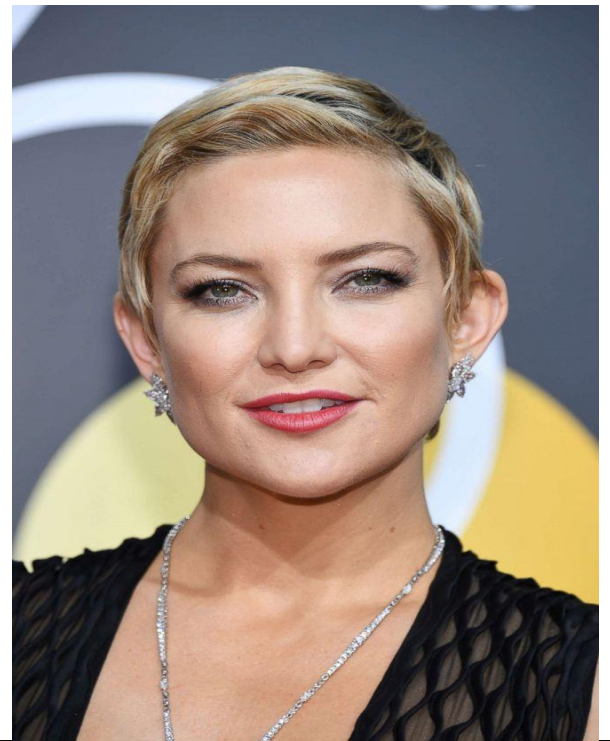


The definition of a
TRUE
PROFESSIONAL
is one who can do his/her job with
EXCELLENCE
in the worst of circumstances

Famous "D"



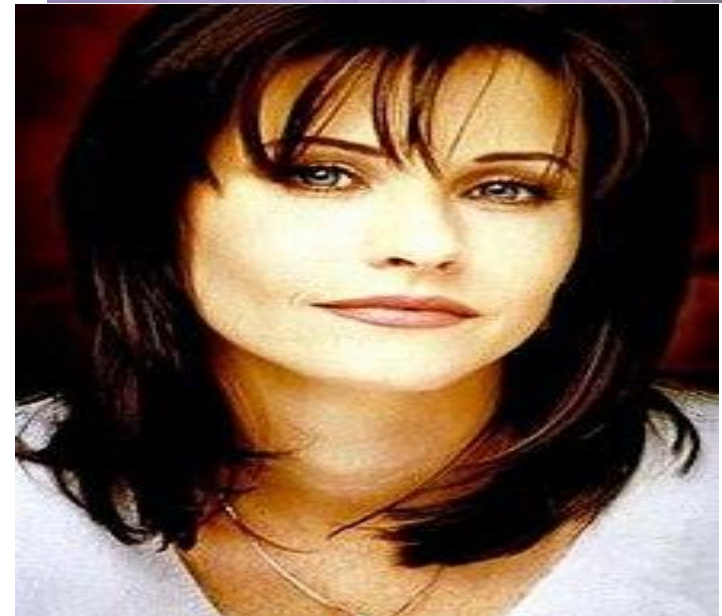
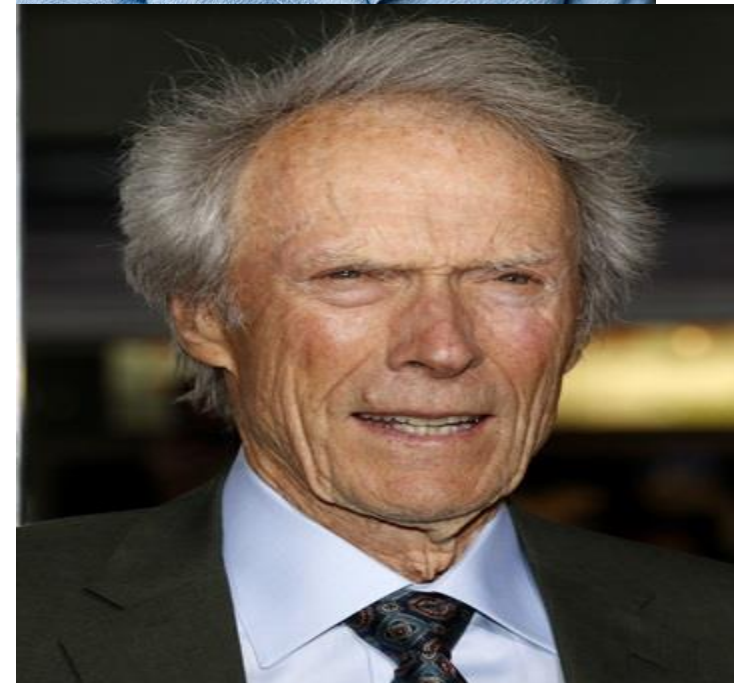
Famous "I"



Famous "S"



Famous "C"



D, I, S, OR C?

BILL CALLS IN EVERY COUPLE OF WEEKS TO ASK QUESTIONS ABOUT HIS BILL. HE BRINGS IN HIS BILL AND PAYMENT ON THE DUE DATE AND WAITS ON A RECEIPT. HE DOESN'T MAKE MUCH CONVERSATION UNLESS PEOPLE TAKE TIME TO GET TO KNOW HIM.

KAREN COMES INTO THE OFFICE EVERY MONTH TO MAKE HER PAYMENT. SHE ALWAYS SPENDS A GREAT DEAL OF TIME TALKING AND IS NEVER REALLY PREPARED TO MAKE THE PAYMENT. SHE DOESN'T BRING HER PAY STUB AND REALLY SEES NO URGENCY IN MOVING ALONG. KAREN ALWAYS SEEMS TOTALLY INTERESTED IN CSR'S WELL-BEING AND ASKS ABOUT THE KIDS.

D, I, S, OR C?

D, I, S, OR C?

HANNAH IS NEW TO THE COMMUNITY AND WANTS TO SET UP SERVICE. SHE WALKS IN WITH PURPOSE IN HER STEPS, SETS HER PURSE ON THE COUNTER AND OPENS WITH “I NEED TO GET SERVICE SET UP PLEASE.”

D, I, S, OR C?

STEVE IS OUT WORKING IN THE YARD WHEN YOUR RIGHT-OF-WAY CREW ARRIVES. HIS YARD IS VERY NEAT AND STEVE SEEMS TO HAVE QUITE A ROUTINE. YOU'VE BEEN BY HIS PLACE SEVERAL TIMES AND HE SEEMS TO BE DOING THE SAME THINGS AT THE SAME TIME EVERY DAY. HE WOULD LIKE TO KNOW EXACTLY WHAT YOU WILL BE DOING AND HOW YOU WILL DO IT.

I've learned that people
will forget what you
said, people will forget
what you did, but
people will never forget
how you made them
feel.

Maya Angelou



CALL ONE

CSR: "TRI-CITY ELECTRIC, THIS IS _____. CAN YOU HOLD PLEASE?"

CUST: "YES."

CSR: "THANK YOU." (HOLD) "THIS IS _____, I'M SORRY ABOUT YOUR WAIT. HOW CAN WE HELP YOU TODAY?"

CUST: "YES, I'M SCHEDULED TO HAVE A TURN OFF AT 2711 NELSON DRIVE." (NO RESPONSE)

CUST: "HELLO?"

CSR: "I'M TRYING TO LOOK IT UP. JUST A MOMENT, AND WHAT'S YOUR NAME?"

CUST: (NAME)

CSR: "THERE'S NO CUTOFF. YOUR BILL ISN'T DUE UNTIL THE 15TH AND YOUR CUTOFF DATE IS THE 30TH."

CUST: "YEAH, I KNOW. THEY WERE SUPPOSED TO TURN IT OFF TODAY BECAUSE I MOVED TO ANOTHER HOUSE."

CSR: "OK. THEY'VE PROBABLY ALREADY DONE IT OR THEY HAVE THE TICKET WITH THEM."

CUST: "OH, CAUSE WHAT I WAS TRYING TO DO WAS GET IT SCHEDULED TO TURN OFF ON THE 15TH."

CSR: "OK. I'LL HAVE TO CALL AND SEE IF THEY'VE WORKED YOUR TICKET YET . IF THEY HAVE YOU'RE GONNA HAVE TO COME IN AND SIGN AND PAY \$25 TO HAVE IT RECONNECTED."

CUST: "OK."

CSR: "OK, JUST A MOMENT." (HOLD – 2 MINUTES)

NEW CSR: "THIS IS ____, HOW CAN I HELP YOU?"

CUST: "I'M TRYING TO SEE IF THEY'VE TURNED THE LIGHTS OFF AT 2711 NELSON DRIVE."

CSR: "I'M SORRY, YOU'RE CALLING TO SEE WHAT?"

CUST: "I'M TRYING TO SEE IF THEY'VE TURNED THE LIGHTS OFF AT 2711 NELSON DRIVE."

CSR: "WHAT'S THE NAME ON THE ACCOUNT?"

CUST: _____

CSR: "IS THAT YOU?"

CUST: "YES."

CSR: "AND WHAT IS THE ADDRESS AGAIN?"

CUST: "2711 NELSON DRIVE."

CSR: "NELSON? OK. WE HAVEN'T DONE ANY CUTOFFS TODAY."

CUST: "I KNOW. I KNOW. I HAD TO BE TRANSFERRED CAUSE I MOVED TO ANOTHER HOUSE AND I
NEED TO SEE IF THEY TURNED OFF CAUSE I NEED THEM TO LEAVE THEM ON."

CSR: "I'M SORRY SOMEONE WAS TALKING WITH YOU EARLIER." (HOLD)

PREVIOUS CSR: "MR./MS. ____, I NEED TO VERIFY SOME INFORMATION. VERIFY YOUR SOCIAL
SECURITY NUMBER. OK. WE CAN'T DO THE 15TH SO WHAT DAY DO YOU WANT IT CHANGED TO?"

CUST: "THE 14TH."

CSR: "OK. THANK YOU."

CUST: "THANK YOU."

(TOTAL CALL LENGTH: 10:51)

NEW CSR: "THIS IS ____, HOW CAN I HELP YOU?"

CUST: "I'M TRYING TO SEE IF THEY'VE TURNED THE LIGHTS OFF AT 2711 NELSON DRIVE."

CSR: "I'M SORRY, YOU'RE CALLING TO SEE WHAT?"

CUST: "I'M TRYING TO SEE IF THEY'VE TURNED THE LIGHTS OFF AT 2711 NELSON DRIVE."

CSR: "WHAT'S THE NAME ON THE ACCOUNT?"

CUST: _____

CSR: "IS THAT YOU?"

CUST: "YES."

CSR: "AND WHAT IS THE ADDRESS AGAIN?"

CUST: "2711 NELSON DRIVE."

CSR: "NELSON? OK. WE HAVEN'T DONE ANY CUTOFFS TODAY."

CUST: "I KNOW. I KNOW. I HAD TO BE TRANSFERRED CAUSE I MOVED TO ANOTHER HOUSE AND I
NEED TO SEE IF THEY TURNED OFF CAUSE I NEED THEM TO LEAVE THEM ON."

CSR: "I'M SORRY SOMEONE WAS TALKING WITH YOU EARLIER." (HOLD)

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SECURITY NUMBER. OK. WE CAN'T DO THE 15TH SO WHAT DAY DO YOU WANT IT CHANGED TO?"

CUST: "THE 14TH."

CSR: "OK. THANK YOU."

CUST: "THANK YOU."

(TOTAL CALL LENGTH: 10:51)

CALL TWO

CSR: "TRI-CITY ELECTRIC, THIS IS _____."

CUST: "I'M TRYING TO SEE WHAT MY CUTOFF DATE IS."

CSR: "OK, JUST A MOMENT." (HOLD)

NEW CSR: "THIS IS _____. CAN I HELP YOU?"

CUST: "I'M TRYING TO SEE WHAT MY CUTOFF DATE IS."

CSR: "OK, WHAT'S THE NAME ON THE ACCOUNT?"

CUST: _____

CSR: "OK, JUST A SECOND. WHAT'S THAT FIRST NAME AGAIN?"

CUST: _____

CSR: "THE CUTOFF DATE WAS TODAY BUT WE'RE NOT GONNA DO CUTOFFS TIL TOMORROW. YOU HAVE A PAST DUE OF \$221.28 AND THAT JUST NEEDS TO BE PAID BY FIRST THING IN THE MORNING."

CUST: "OK. THANK YOU."

CSR: "MMM-HMMM." (CLICK)

CALL THREE

CSR: "TRI-CITY ELECTRIC."

CUST: "I PUT A MONEY ORDER IN THE SLOT FRIDAY NIGHT AND I
DIDN'T HAVE A PEN TO WRITE ON THE ENVE..."

CSR: "WHAT'S THE ADDRESS?"

CUST: "406 W. 15TH STREET."

CSR: "K. JUST A SECOND...WHAT NAME IS IT UNDER?"

CUST: _____

CSR: "YEAH, WE GOT THE \$312 BUT IT WAS SHORT \$6.71."

CUST: "I THOUGHT SHE TOLD ME IT WAS \$310."

CSR: "SHE PROBABLY DIDN'T ADD THE LATE FEE ON THERE CAUSE
IT'S LATE."

CUST: "WILL IT BE ALRIGHT TO PAY IT ON THE NEXT BILL?"

CSR: "WE DON'T DO CARRYOVERS ANYMORE. DO YOU KNOW IF YOU
CAN PAY IT BEFORE TOMORROW?"

CUST: "NO, I'M NOT IN TOWN THAT'S WHY I PUT THE MONEY ORDER
IN THERE. I WON'T BE BACK UNTIL THURSDAY."

CSR: "YOU WANT ME TO PUT A NOTE IN THERE YOU'LL PAY FRIDAY?"

CUST: "YES."

CSR: "OK, I'LL PUT A NOTE IN THERE YOU'LL PAY IT FRIDAY."

CALL FOUR

CSR: "TRI-CITY ELECTRIC."

CUST: "YES, I WOULD LIKE TO PAY MY ELECTRIC BILL PLEASE."

CSR: "WHAT'S YOUR ACCOUNT NUMBER?"

CUST: "I DON'T HAVE MY ACCOUNT NUMBER WITH ME RIGHT..."

CSR: "WHAT'S THE ADDRESS?"

CUST: _____

CSR: "IT'S \$209.19."

CUST: "WHAT?! I'VE NEVER PAID THAT MUCH. IS THAT JUST THE MONTH OF SEPTEMBER?"

CSR: "HOLD ON." (SILENCE) "OK. YOUR BILL CAME OUT IN AUGUST FOR \$191.90. OK, YOU PAID THE BILL THAT CAME OUT IN SEPTEMBER. YOUR AUGUST BILL WAS YOUR JULY USAGE."

CUST: "I'VE NEVER SKIPPED PAYMENT."

(CSR WORKED OUT AN EXTENSION...CALL ENDED WELL.)

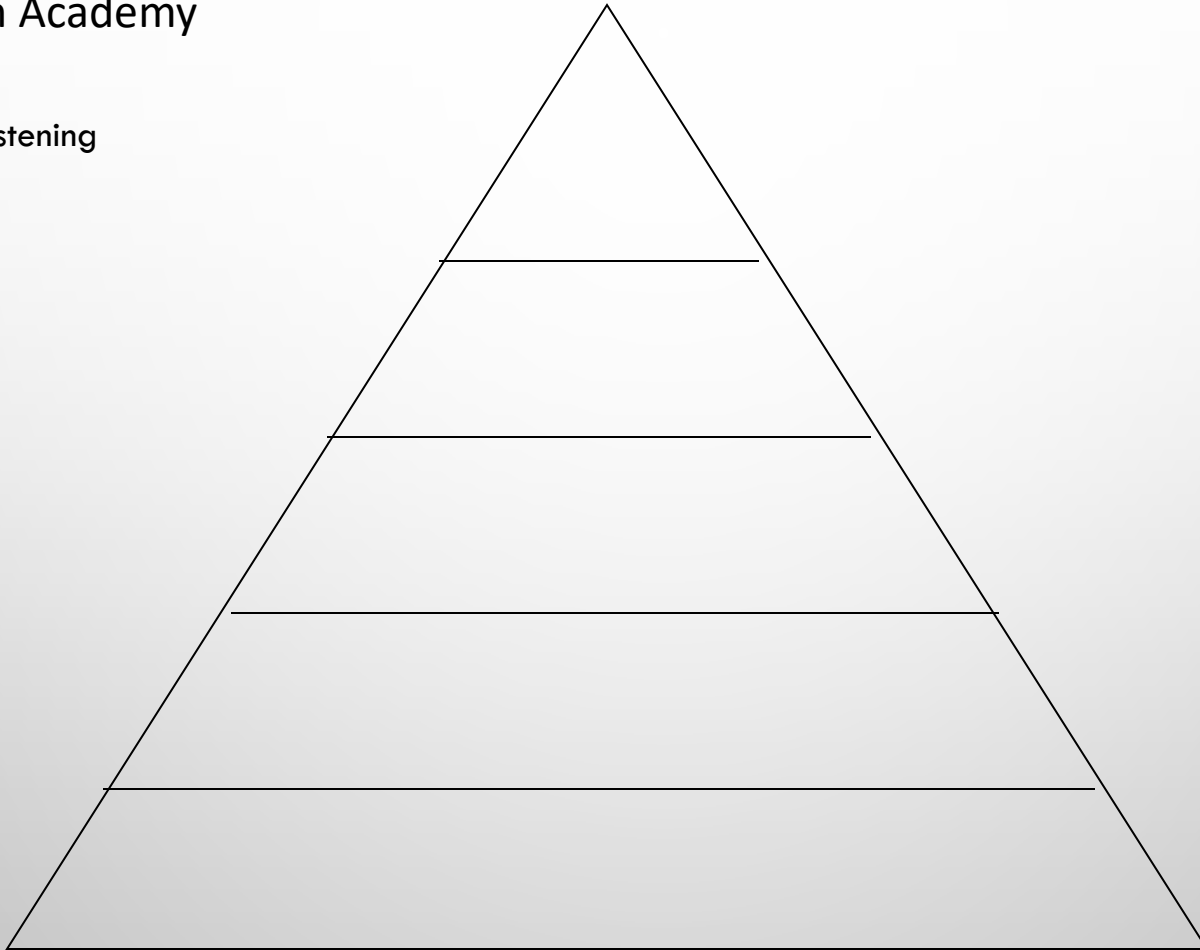
Studies show that people who use positive body language are more likable, competent, persuasive and emotionally intelligent.

- ❖ **Positive body language changes your attitude.** (Consciously adjusting your body language impacts your hormones.)
- ❖ **It increases testosterone. Man or woman, testosterone improves your confidence and causes other people to see you as more trustworthy and positive.** (Positive body language increases testosterone levels by 20%.)
- ❖ **It decreases cortisol** – the stress hormone. Decreasing cortisol levels minimizes stress and enables you to think more clearly, particularly in difficult and challenging situations. (Positive body language decreases cortisol levels by 25%.)
- ❖ **It makes you more likable.**
- ❖ **It conveys competence.**

Foreman Academy

•Levels of Listening

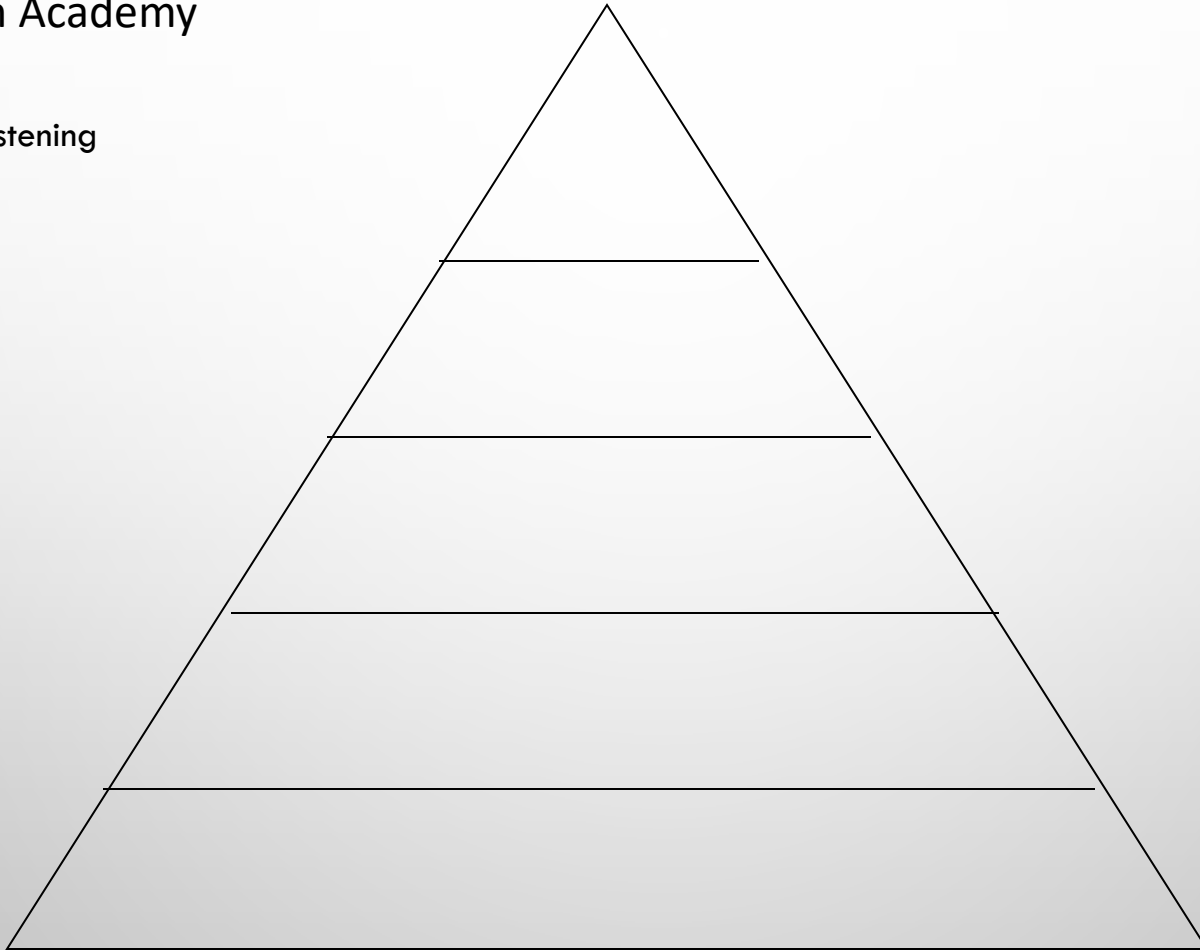
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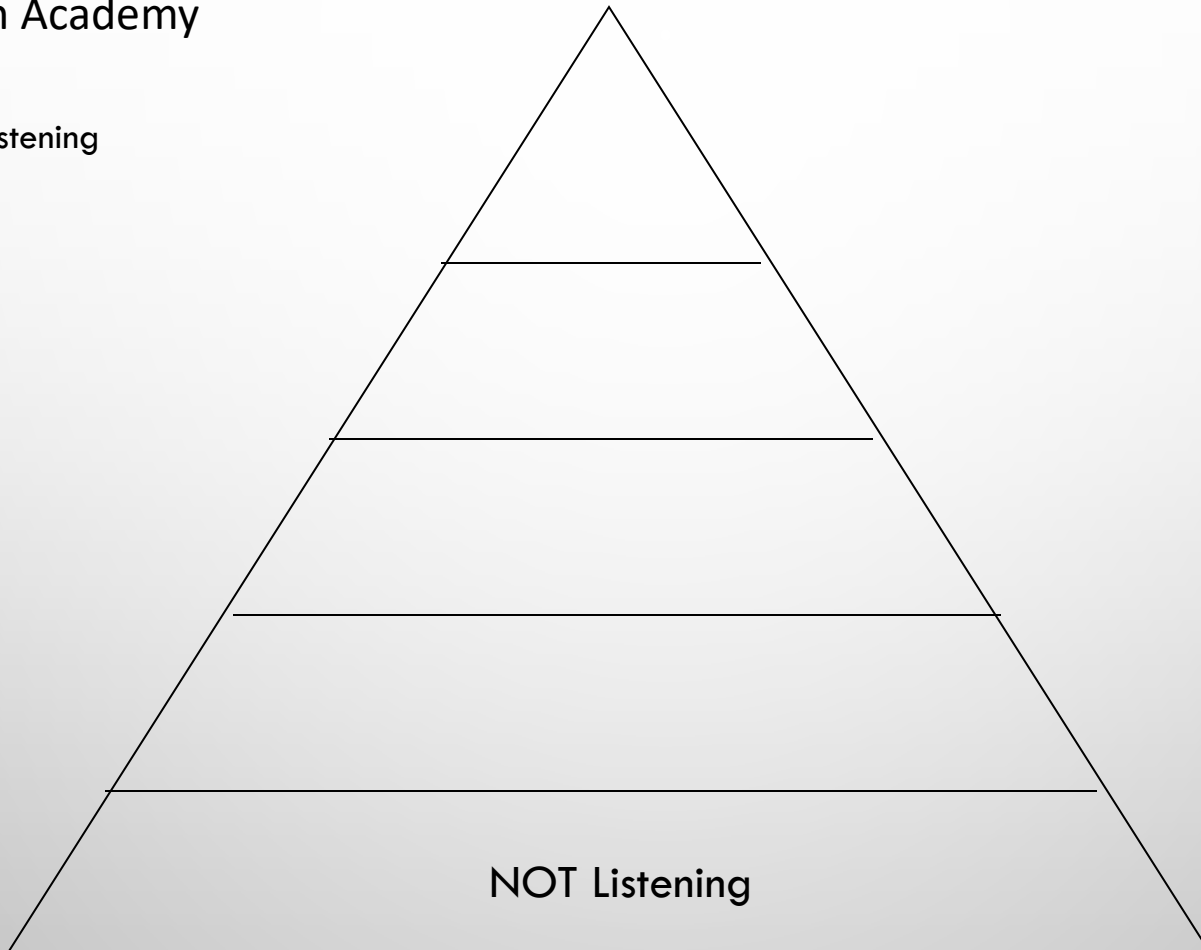
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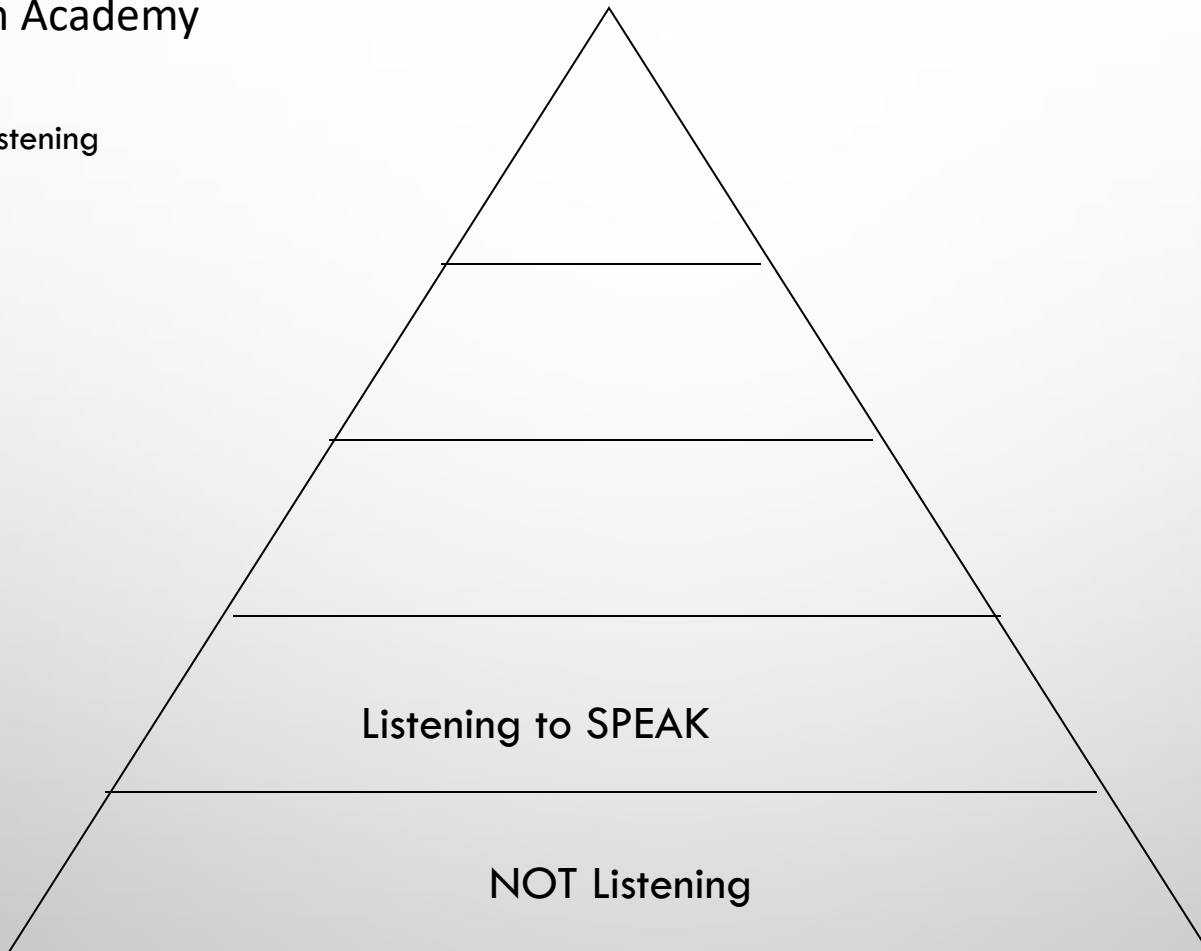
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- Levels of Listening



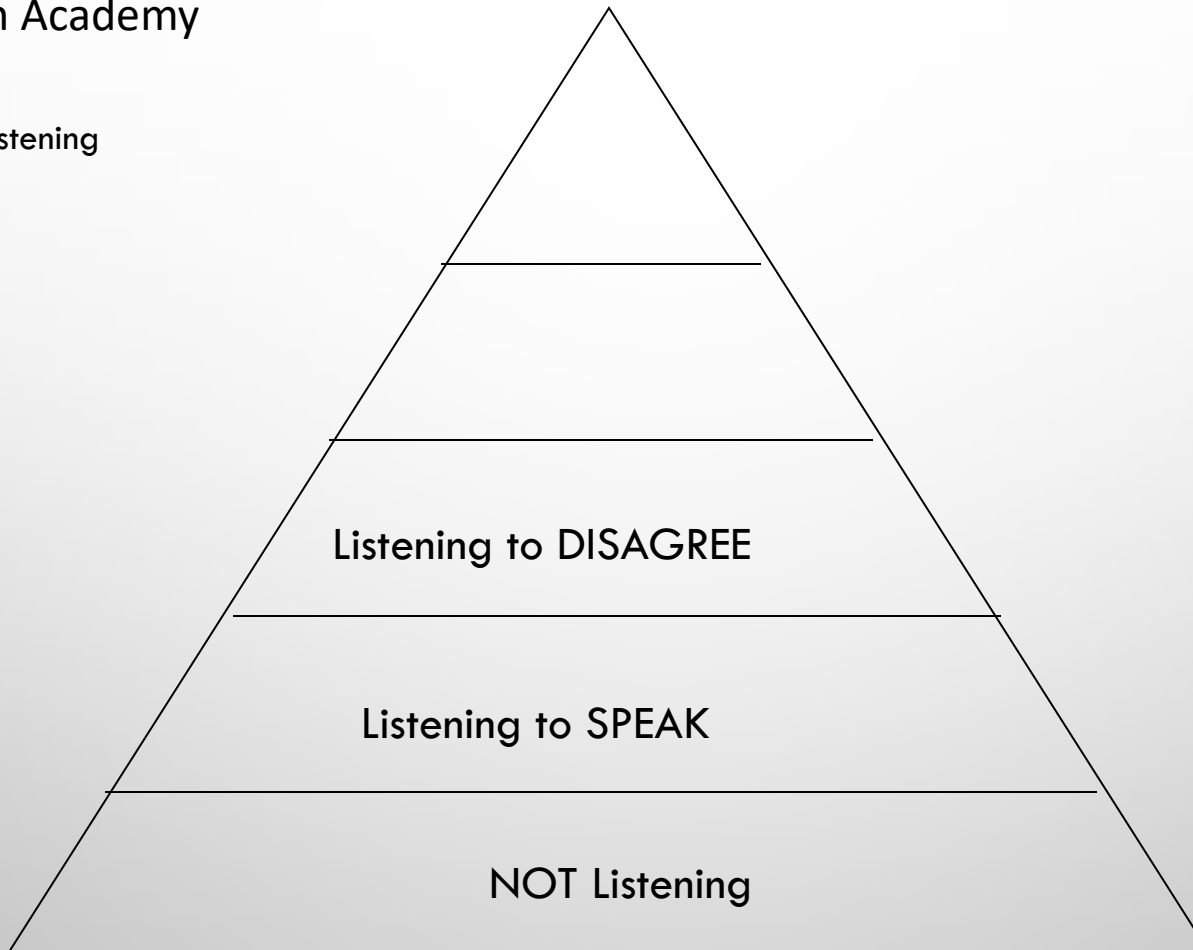
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- Levels of Listening



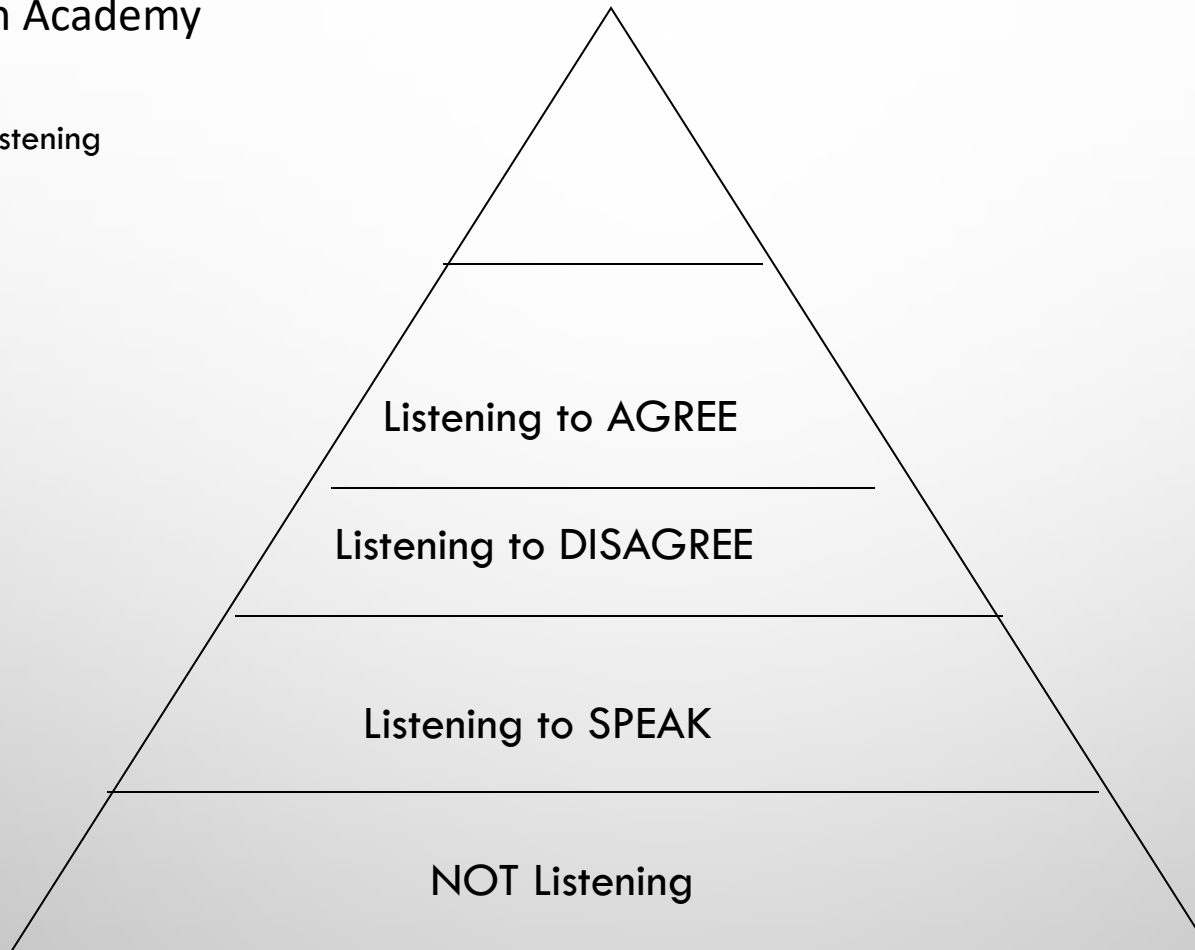
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•Levels of Listening



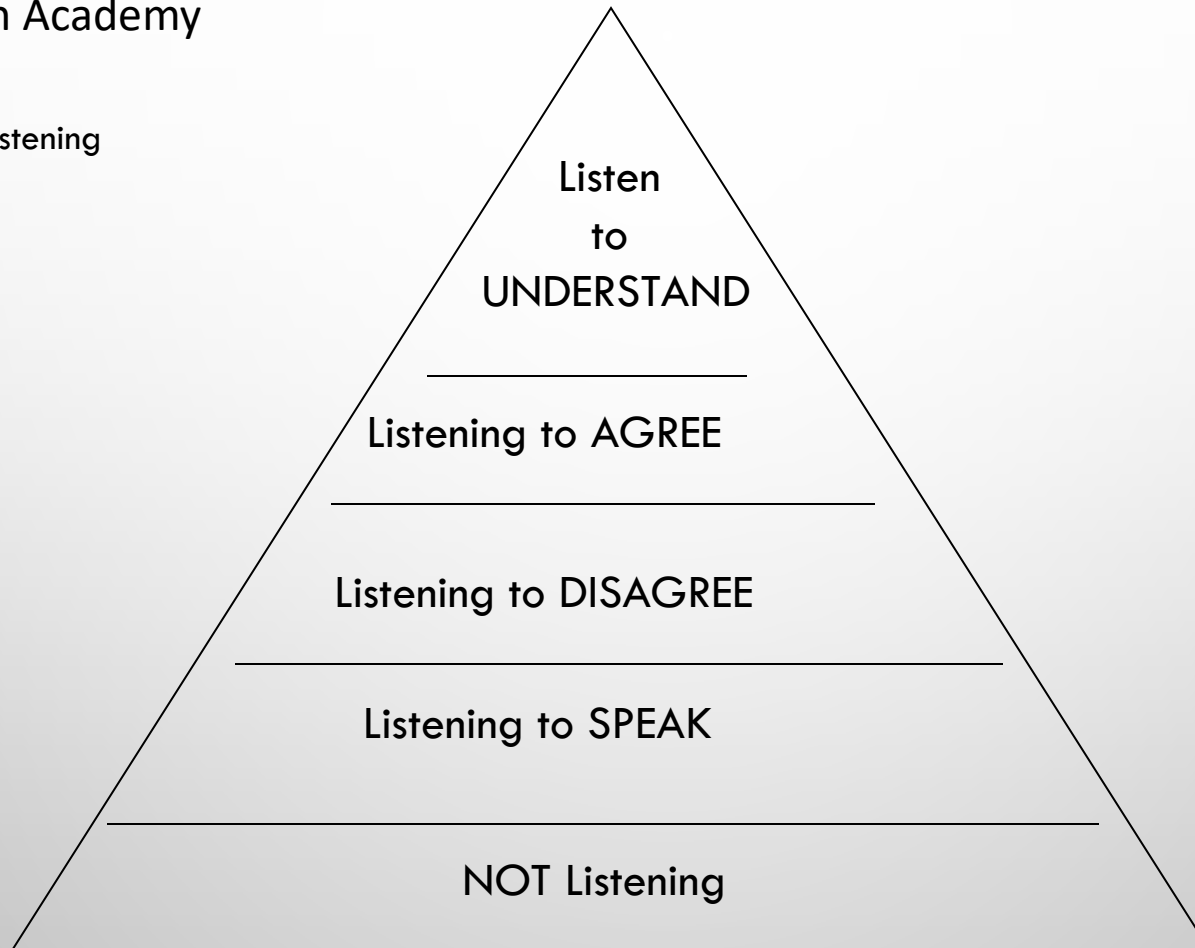
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•Levels of Listening



Foreman Academy

•Levels of Listening



Pg.15 and Russ
Peterson video

The

Word

LISTEN

Contains the Same
Letters as
the Word

SILENT



A photograph of a professional boxing match. A boxer in black trunks with an American flag patch and red gloves stands over his opponent who is lying on his back on the canvas. The scene is set in a boxing ring with blue and white ropes. The background shows a blurred crowd of spectators under arena lights.

Everyone has a plan,
until they get
punched in the mouth

**WHEN YOU DO
THE COMMON
THINGS IN LIFE IN
AN UNCOMMON
WAY, YOU WILL
COMMAND THE
ATTENTION OF
THE WORLD.**

GEORGE WASHINGTON CARVER

Stress Relief Strategies

- Remember *it's not about you*.
- *Take a deep breath*.
- Most upset customers are usually nice and reasonable people. *There's probably a nice person in there somewhere*.
- *Take a break* after a particularly upsetting encounter. It's actually best to *step outdoors* for fresh air. Think of the many customers that have been a blessing to you.
- *Talk it out*.
- *Eat an energizing snack*. Bananas and high protein snacks can improve your mood.
- *Drink plenty of water*. The effects of dehydration take place much before we realize it in other physical ways. It affects our mind, causes brain fog, and we don't realize the cause.
- *Keep a photo* of your family or something that makes you *laugh* in your work area.
- *Take your vacation time*. Not in half day increments for appointments!
- *Have a plan for how to de-stress* after particularly stressful days.