

## Customer Service Essentials

We are presently in an era of time when our customer service initiatives are becoming the breaking symbol of success or failure for our respective agency. The Metropolitan Center, Training Unit at Florida International University understands this important fact. We are providing this course on “how to master your skills in customer service” to better equip you or your staff in this demanding field.

By the end of this session, you will be able to:

- Identify the internal and external customer and recognize and avoid “emotional leakage”
- Begin a service interaction that demonstrates eagerness to serve
- Demonstrate that you value both internal and external customers
- Demonstrate good listening and customer focused communication skills
- Effectively handle different types of customers, such as the friendly person, the angry person, and the threatening person
- Solve customer problems more effectively
- Identify your role in the service chain
- Understand how your position/ job function impacts customer satisfaction
- Identify specific customer needs
- Work with different personality types
- Take responsibility for your own success
- Increase your awareness of the causes of anger and hostility
- Learn how to transform a confrontation into a positive resolution
- Demonstrate effective telephone techniques & manners in a business environment.

**Date:** February 25, 2010

**Time:** 8:30am – 12:30pm

**Cost:** 75.00

\$50.00 additional for each additional participant

**Location:** FIU, Biscayne Bay Campus – WUC 157

## Office and Professionalism – “What Winners Do”

Are your appearance and/or behavior sending the wrong message to co-workers about you? What image would you like to project to your supervisor and peers? Looking and acting your best makes you feel better and function better. Presenting yourself with confidence and displaying proper office etiquette is essential to your professional development. How you dress, talk, and act can change the way others see you and influence the way you see yourself. Whether you are interacting with internal or external customers, maintaining a high level of professionalism is very important. Professional etiquette is the way successful employees conduct themselves regardless of their job title. In this program you discover how to develop and present a professional image to exert your personal power and increase your influence.

You will learn how to:

- Create and project a highly professional image
- Choose appropriate casual attire for the office
- Cultivate and contribute to a professional office environment
- Make a great lasting impression internally and externally
- Stay positive and self-motivated every day
- Understand difference in the needs of internal and external customers
- Learn how to create a team atmosphere and work as a team member
- Work effectively with different personality types and work styles
- Learn how to develop effective service-based values, skills and image
- Learn skills that can improve communications focused on service issues
- Demonstrate effective telephone techniques and manners in order to improve image, satisfaction and personal effectiveness

**Date:** March 25, 2010

**Time:** 8:30am – 12:30pm

**Cost:** \$65.00

\$45.00 additional for each additional participant

**Location:** FIU, Biscayne Bay Campus – WUC 157



## Other programs offered:

### **Administrative Professional Certificate Program –**

January 27, 28, 29, 2010

FIU, Biscayne Bay Campus - WUC 157

### **Business and Telephone Etiquette**

February 4, 2010

FIU, Biscayne Bay Campus - WUC 157

### **Business Writing & Grammar –**

March 10 & 11, 2010

FIU, Biscayne Bay Campus - WUC 157

### **Grant Writing Certification Program**

October 2010

### **Records Management Certification**

January 28 & 29, 2010

FIU, Biscayne Bay Campus - WUC 157

### **Time and Stress Management –**

March 16, 2010

FIU, Biscayne Bay Campus - WUC 157

### **Trigger-Proof Your Way to Success: 12 Tools to Keep Your Cool and Confidence in the Workplace**

April 8, 2010

FIU, Biscayne Bay Campus – WUC 157