

How-To Develop Great Customer Service Skills



The quality of a company's customer service can determine the fate of a business. After all, loyal customers can be your most reliable form of revenue. You often receive more return business and improved relationships with your customers. Your customers can be both internal to your company, or external. Some positions within the company serve other departments so they would be your customers as well and anyone who buys what your company sells.

There are some universal qualities that create great customer service. Make sure your employees are equipped to perform these duties.

Patience:

It is easy to get frustrated with customers. After all, at some point, you might feel like you are answering the same question 100 times per day. However, patience is fundamental to providing high quality customer service. Stay patient. The experience is new to your customer.

Attentiveness:

When you are attentive, you could gather valuable customer feedback. For example, if you receive repetitive complaints about not being able to configure the settings on your device or program, that could lead to a product improvements that makes that process much easier and intuitive. That would solve your customer's complaints and hopefully lead to a better product.

Knowledge of the Product:

Your customer service representatives must have a deep knowledge of how the product works. That way, they will be prepared to answer your customers questions.

Your customer service representatives do not need to know how to build the product from scratch but they do need to have a functional perspective of the products. Consider providing your employees with free samples and company discounts so they have experience with the products.

Ability to Handle Surprises:

Sometimes the customer support career is going to throw you a curveball. You might not have come across the customer's problem before.

When this occurs, your employee may need to send the customer to someone with more knowledge in that area. Make sure they know who to send customers to in specific situations.

Time Management Skills:

Your customer was probably excited about their purchase and wants the product functioning as quickly as possible. Do not waste time on the phone and try to get directly to their issue.

Sometimes, your employee will not be able to solve their problem. Teach them to recognize when they cannot solve a problem and what to do in those situations. Great customer service is efficient.

Superior customer service should be a priority for your business. If you spend the time training your employees and gathering valuable customer feedback than you could see an increase in revenue and the reputation of your company.

How-To Say “No” at Work



Time is a precious commodity. You use it or lose it. Most of us do not have all the time to participate in the activities that we enjoy. Often, we are short on time because of saying “yes” when we should say “no”.

As a business professional, saying “yes” can become habitual. You may be taking advantage of every opportunity to improve your career. However, always saying “yes” can end up making us miss deadlines and decreasing our quality of work.

Before you say “yes” to your next project, gain a perspective on your daily tasks and the amount of time that it takes to complete a project. Then learn to say “no”.

STEP ONE: Learn Your Priorities

Everyone has daily tasks. What are yours? Write them down and figure out how much time they take to complete every day. After you figure out what you **HAVE** to do, you can figure out what else you **CAN** do.

STEP TWO: Check Your Calendar

We often respond to requests with a quick “yes”. Stop!

Check your calendar before you agree to your projects. This will give you the opportunity to evaluate whether the project is realistic in your schedule.

STEP THREE: Trust Your Gut

Your intuition can be the best indicator of whether you should accept a new project. If deliberating the task makes you feel stressed then re-consider accepting the new responsibility.

Fear of telling a person “no” leads many professionals to undertake new projects. This type of person is commonly referred to as a people pleaser. Eventually, being a people pleaser leads to exhaustion and burn-out.

Learn to tell people “no” before you become overwhelmed.

Tricks to Tell Client, Boss, or Co-Worker “No”

1. Be Honest. It’s worse to give them false hope of you helping.
2. Suggest an Alternative Service Provider
3. Ask For a Raincheck, or tell them when you CAN help them.
4. Clearly State Your “No” Without Being Defensive. Simply tell them you can’t take on their project with your current workload.

Sometimes, the best things to do in life is minimize. Saying “no” minimizes your clutter of projects.