

Creative Sales Solutions
Service Technician
Customer Service Training Program



- I. **Concepts you will master**
- II. **The 8 question quiz**
- III. **The customer service process**
- IV. **Step 1 – Establishing Yourself as a Professional**
 - a. Creating customer confidence
 - b. Factors enhancing presence
- V. **Step 2 – The Investigative Stage of the Service Process**
 - a. Asking good diagnostic questions
 - b. Listening – finding out the real problem
 - c. Listening exercise
 - d. Developing good listening skills
 - e. Offering additional repairs and safety related items

*****BREAK*****
- VI. **Step 3 – Building Strong Customer Relationships**
 - a. Items that build strong relationships
 - b. Handling customer questions
 - c. Managing customer objections
 - d. Managing customer expectations
 - e. Dealing with angry customers
 - f. Avoiding statements that give the wrong impression
- VII. **Step 4 – Dealing with Internal Customers**
 - a. Changing attitude
 - b. Making a pyridine shift
- VIII. **Step 5**
 - a. Sharpen the Saw
 - b. The 7 habits of highly successful service techs
 - c. Commitment the key to success