

Customer Service Skills Review

1. _____ for contacting our IT department. How can we help you?
2. How can we at an organization retain a customer?
3. How can we reduce the amount of time we are working with a disgruntled customer?
4. What can happen if we have an unhappy customer?
5. Why is it important to classify the abilities of the customer when handling a customer request?
6. How can we prove that we are listening to a customer?
7. What are several traits of effective listening?
8. What are several barriers to effective listening?
9. What is important to the problem solving situation?
10. Dennis , the computer specialist is working on his report that is due next week and puts all customer request on hold today. What is wrong with the scenario?
11. Sarah, the help desk worker is not happy with her position. What can her manager do to help her with her attitude?

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12. Francis is supporting conferences with her IT skills by setting up wireless access points and projectors to display computer presentations. She dresses to match the business casual customers that she supports. She is careful not to communicate using slang and profanity that she is around when with her friends. What comments would we see on her first review?

13. Ryan and Tonya have an hour before they go back online in the IT customer support center. Tonya has just returned from training. What scenario would cause her manager to give her raise this week?

14. If we accidentally insult the customer, what should we do?

15. When is it okay to lie to a customer?

16. When is it okay to say that we do not have the answer?

17. What college courses are good for customer support training?

18. We train new help desk members by getting them to know the answers to what?

19. What is required for a successful customer service department?

20. What network topology would we want in a customer support center?