

# Customer Service Skill for Field Service Personnel

## Objectives

This course is to help Field Service Personnel

“Exceeding customer’s expectation” is always the golden rule for the service personnel. However, the golden rule is the unachievable moving target. Because, the customers’ expectation is not a SMART goal, it is always changing. However, the satisfied customer is not necessary to be a loyalty customer, which means what we are chasing is not the ticket for the making money. Hence, we need a new goal to pursue, and a new way to do our jobs.

There is always request will be emerged. Therefore, SOP is a method to ensure the request will be fulfilled, but sometimes are not. SOP is a good way to do thing in stable environment, not in a modern VUCA (Volatility, Uncertainty, Complexity and Ambiguity) world.

## Outlines

### Module 1: The challenge of the customer service

- The traditional paradigm of the customer service
- The challenges of the traditional paradigm
- New paradigm and opportunity
- Four principles of effortless
- Activity: What is the top 10 issues

### Module 2: Minimize the channel shift

- Types of service channel
- Impact of the channel switching
- How to analyze the favorable service channel
- Activity: Analyse current channel

### Module 3: To solve from the root

- Challenges of the customer service

- Customer's request and unspoken request
- How to analyze the unspoken request
- Activity: how to avoid the unsolved solved issues

#### Module 4: How to lift customer's experience

- Opportunity and payback of the experience
- Avoid to say "No"
- To make customer aware our passion
- To treat customer based on their social styles
- Activity: analyze self social styles and role play

#### Module 5: EQ, IQ, CQ

- The impact of EQ, IQ and CQ
- How to earn the trust from supervisor
- How to connect the company goals with the daily job
- To setup the supporting network within
- Activity: Connect the company goals with daily job

#### Module 6: ARCI working method

- The challenging to do the job
- The challenges of SOP
- Principles of ARCI
- ARCI module
- Activity: Invite the consultant to solve our process problem

#### Module 7: Internal communication

- How to write effective email
- How to work with someone you don't like
- How to influent other to work

#### Module 8: Communication with customers

- How to apologize
- Handle unreasonable request

- Handle unhappy customer
- Handle unfair criticism
- Deliver bad news
- Communication under the crisis

Period: 2 days