

### Course Overview

**Number of Units:** 5 Units

**Estimated time:** 3 - 5 weeks or 9 - 15 hours

**OALCF Levels:** A1.2, A3, B1.1-2, F

**Suggested Milestones:** 3 or 4, 14, 15, 16, 60

### Course Description

This course looks at the definition of customer service and the most common jobs that require good customer service skills. Topics include: workplace expectations, communication skills, being prepared for a career in customer service and how to have a positive attitude for workplace success. This course will empower participants to deal effectively with difficult customers and make sure that customers have a good service experience.

**Summary of activities:** Reading, Quizzes, Assignments, Videos and Journals.

### Unit 1: Introduction to Customer Service

This unit explores the basic foundations of customer service, including knowing what an employer expects and knowing the chain of command at your company.

### Unit 2: Communication Skills for Customer Service

This unit covers communication skills that are needed to give great customer service. The lessons cover listening skills, avoiding communication barriers and telephone and email etiquette.

### **Unit 3: Having an Attitude for Success**

A positive attitude is key when working in customer relations. This unit covers the qualities and attitude that are helpful in this field of work. Teamwork and dealing with stress in the workplace are also explored.

### **Unit 4: Being Prepared for the Workplace**

A prepared employee is a more helpful employee. In this unit, soft skills for working in customer service are discussed, including problem solving skills, appearance and hygiene and understanding your company's product.

### **Unit 5: Managing Customer Relations**

This unit concentrates on making sure that your customers have a great service experience. The areas of study include dealing with upset and difficult customers, creating customer loyalty and making a lasting impression on the buyer.