

# CUSTOMER SERVICE

## Program Overview:

This training is designed for individuals working in the customer service field, aiming to provide them with effective techniques and skills necessary for delivering quality service. The program also emphasizes maintaining the health and safety of customer service workers as they interact with customers. As the primary point of contact, customer service representatives face unique challenges and have significant opportunities to shape customer perception and foster loyalty.

## Training Content:

- What is Customer Service?
- The Importance of Training for Customer Service Workers
- Basic Rules of Good Customer Service
- Customer Expectations
- General Duties of Service Sector Personnel
- Health and Safety Issues
- Preventative Safety Measures for Personnel – Including Safe Practices
- Communicating with Customers – Importance of Good Communication Skills
- Dealing with Difficult Customers
- Working Alone
- Handling Negative Interactions
- Helping Customers with Special Needs

**Course Duration:** The training course is offered both in person and through an online e-learning platform. For those choosing the online option, only a computer and Internet access are required to begin the program. The flexible structure allows participants to progress at their own pace, making the training convenient and accessible for individual schedules.

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### Legal Disclaimer

It is the employer's responsibility to ensure that each of their employees is properly trained. This program provides training of a general nature and may not include the hazards that are unique to your workplace. The intent of this training program is to outline expected industry standards. Employers must always ensure that their workers are properly trained according to the hazards and regulations specific to their workplace and job tasks. LEVAC HEALTH & SAFETY has made every attempt to ensure the accuracy and reliability of the training material that has been provided in this training program.

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