



## **Customer Service**

### **1.0 The Basics of Customer Service**

- 1.1 Why Excellent Customer Service over the Phone is Important
- 1.2 Customer Service over the Telephone Starts with You
- 1.3 Chapter Summary

### **2.0 Maintaining a Positive Attitude and Developing Interpersonal Skills**

- 2.1 Why Positive Attitudes Matter
- 2.2 What are Interpersonal Skills?
- 2.3 Chapter Summary

### **3.0 Interacting with Customers**

- 3.1 Types of Customers
- 3.2 Interacting with Customers over the Telephone
- 3.3 Dealing with Difficult Calls
- 3.4 Chapter Summary

### **4.0 Following Scripts**

- 4.1 Types of Scripts
- 4.2 Anatomy of a Script
- 4.3 Chapter Summary