

CUSTOMER SERVICE 101: DELIVERING EXCEPTIONAL CUSTOMER SERVICE

This course will provide customer service providers with best practices focus on...

- Enhancing customer interactions with a variety of customer types (including difficult customers).
- Engaging in a respectful and collaborative customer interaction using a Customer Interaction Model (includes a role play).
- Exploring troubleshooting tools and resources to help resolve common customer issues.



COURSE OUTLINE

Overview

- What does exceptional service look like?
- Benefits
- Connection to the Public Power Advantage

The Human Side of Customer Service

- Customer Types
- Customer Interactions: Best Practices and Model
- Phone Etiquette
- Asking the Right Questions

The Technical Side of Customer Service

- **Diagnosing Customer Concerns**
 - 12-month billing histories
 - Definitions: watts, kilowatts, and kilowatt-hours
 - Calculating kilowatt-hours
- **Diagnostic Tools for Customer Resolution**
 - TempTracker365.com
 - Energy Forecast
 - In-home/Virtual Energy Audits

RECOMMENDED CREDITS

CPE: 3 PDU: 3 PDH: 3 CEU: .5

CEUs Continuing Education Units may be recognized by your professional board. Contact your professional board to find out what's required. Call our office for required documentation.

PREREQUISITES

None

CANCELLATION POLICY

If a course is cancelled by Electricities, all registrants will be notified with a full registration fee refund.

Participant Cancellation and No Shows: A non-refundable registration fee will be charged for cancellations after the **registration deadline of May 4, 2021.**

COURSE DATES

May 18, 2021

Registration deadline May 4, 2021

PRICE

Members: \$159

Associate Members: \$189

Non-Members: \$229

Price includes Participant Guide

Technology Requirement: All participants must login via RingCentral Platform using microphone and video camera.

Class size is limited to 18.

TIMES

Sign in: 8:15 a.m.– 8:30 a.m.

Class: 8:30 a.m.– 12:00 p.m.

VIRTUAL ENVIRONMENT

This course will be delivered virtually using Electricities' RingCentral platform. Customer Service training requires active participation from students. **In order to receive credit for the course, each student must be able to attend utilizing audio AND video camera on their own device.** After registering, students will be invited to take part in a technology test session the first week of May. A link to attend the class will be distributed in the week prior to the class. If you have any questions prior to enrolling, please contact Jill LaBorde at jlaborde@electricities.org.