

# 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 20, 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](mailto:jlaborde@electricities.org).