

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 5-Step Customer Interaction Model (includes a role play).
- Exploring troubleshooting tools and resources to help resolve common customer issues.

Course Overview and Registration Information

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 Energy Audits

Who Would Benefit from Attending?

- Customer Service Representatives

Recommended Credits

CPE: 3 PDU: 4 PDH: 5 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.

Logistics

Date: February 25, 2020

Times: 9:30 a.m. – 3:00 p.m.

Registration: 9:30 a.m. – 10:00 p.m.

Class: 10:00 a.m. – 3:00 p.m.

Cost: Price includes a Participant Guide, Snacks and lunch.

Members: \$159

Associate Members: \$189

Non-Members: \$229

Location:

Greenville
617 Red Banks Road
Greenville, NC 27858

Parking and entrance are behind the building.

Class Size: 25 Maximum

Registration Deadline: February 11, 2020

Cancellation Policy

- **Course Cancellation:** If a course is cancelled, all registrants will be notified with a full registration fee refund.
- **Participant Cancellation and No Shows:** Non-refundable registration fee after **Registration Deadline of February 11, 2020**