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20 Customer Service Training Ideas and Activities

Customer Service Means Duration: 20-30 minutes. What You ll Need: Pen and index cards, a timer. This activity is adapted from The Big Book of Customer Service Training Games. Write the following words and phrases onto index cards: extraordinary, delight, serve, above and beyond, discovering, like family, adding value, positive experience.

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50 Activities for Achieving Excellent Customer Service

50 Activities for Achieving Excellent Customer Service viii A Memorable Experience The relationships you build with your customers must become memorable experiences in the customer s mind and perception. You want to develop a customer hunger for your style of service and caring that brings them back again and again. Your training experience needs to be memorable for your customer service

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10 Customer Service Training Activities to Set New Reps Up

And if you really want to have fun, check out The Big Book of Customer Service Training Games. 10. Hangout with fellow service reps. Grabbing a meal and/or a drink with current members of your team will facilitate building rapport. Make sure your new reps feel welcome and give them the chance to get to know your reps as people, not just co-workers.

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6 Fun and Powerful Training Games for Customer Service Teams

Here are the best games for training customer service skills and/or for getting in the right customer service mindset. The first 4 improv games can be done in a group; 5 and 6 are computer games that can be practiced alone.

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