



## **QSC Announces Online Customer Service Training.**

While classroom training remains a popular method for delivering soft skills instruction, QSC realizes the benefits of using the web to offer a blended solution to their members' service training challenges.

QSC equips its members' staff with the skills they need to best serve their customers. ServiceSkills.com offers 24/7 access to the content in the Telephone Doctor® Complete Video Training Library. QSC members with broadband access to the Internet and multimedia PCs can now view high quality video chapters, measure retention with online quizzes, view post-quiz feedback, print key point reminder and earn certificates of completion - directly from their desktop.

Read below for a few details:

### Online access to the Complete Video Training

- Web-based Video Courses
- Quizzes & Answer Feedback
- Certificates of Completion
- Saves Time & Money
- Affordable & Highly Effective
- Intuitive & Easy To Use
- 24/7 access to the complete library

For users, this provides an engaging way of improving their customer service and communications skills.

- Media-rich courses keep users' attention!
- Real-life examples illustrate both the wrong way to handle customer situations, followed by the right way.
- Short chapters are easy to cover in a busy environment.
- Course "book-marking" helps users keep track of their progress.
- Printable "key points" give the user a "job aid" to refer to on an on-going basis.
- Quizzes are graded instantly and provide the user with feedback on incorrect answers.
- Quiz results can be e-mailed to supervisors directly from the system.

For administrators, this provides a surprisingly full-featured system for tracking the progress of your trainees:

- Courses can be assigned to individual users or groups with completion deadline dates.
- Administrators and managers can view course descriptions and choose the specific ones needed to design individual development plans for users.
- Various views show progress of your users through all courses, activity dates & scores for each course, each time it's been completed.
- Administrators can view all user's progress.

21-Courses included in the library:

1. The Service Mentality
2. Determining Caller Needs I
3. Determining Caller Needs II
4. From Curt to Courteous
5. Four Cs of Coaching Skills
6. Five Forbidden Phrases®
7. Six Cardinal Rules of Customer Service
8. Six Steps to Service Recovery
9. Telesales Tips from A – H
10. Telesales Tips from I – Q
11. Telesales Tips from R – Z
12. Proactive Customer Service
13. Basic Telephone Skills
14. The Seven Keys to a Positive Mental Attitude
15. How to Avoid Emotional Leakage
16. How to Treat Every Caller as a Welcome Guest
17. How to Handle the Irate Caller
18. Essential Elements of Internal Customer Service
19. How to Deal with the Foreign Accent
20. That's Just Rude!
21. Maintaining Customer Relationships

#### **Features & Benefits of ServiceSkills.com:**

##### **Proven Content**

The skills and techniques in this collection have been validated by tens of thousands of trainers and millions of students. Telephone Doctor techniques have helped improve the way over 20,000 organizations communicate with their customers.

##### **Affordable Investment**

For a low subscription investment, your team members will access this proven customer service training library over and over. For only a few dollars per month, this cost-effective training platform promises a large return on your investment.

##### **Saves Money**

Travel and meeting time are eliminated which will save your organization valuable resources. Your staff will learn at their desk (or in a computer lab) which reduces down time. ServiceSkills.com is affordable and will quickly pay for itself in increased revenue and reduced customer turnover!

##### **Improves Retention**

This system will reinforce any classroom training you're doing. It also allows users to review any sections for which they need extra help. Integrated quizzes and answer feedback ensure the learning points are getting through. Certificates of Completion reward team members who master each course.

##### **Allows Access by Remote Team Members**

In most organizations, it's nearly impossible to get everyone in the same place at the same time. Because of this, service consistency can suffer. ServiceSkills.com allows geographically dispersed employees to access the same skills and techniques. Consequently, all team members can speak the same customer service language.

##### **Simple to Operate**

Unlike complicated eLearning platforms, ServiceSkills.com is highly intuitive. Users appreciate that this system is simple to learn and easy to operate. No fancy bells or whistles, just convenient access to online video chapters, key points, quizzes, feedback and certificates of completion.

## Customer Service Training

TARGET  
AUDIENCE  
CURRICULUM  
SUGGESTIONS

SS = ServiceSkills

### **TELEPHONE DOCTOR® SUGGESTS THESE PROGRAMS:**

- SS01 The Service Mentality**  
A mind-set for serving customers.
- SS06 Five Forbidden Phrases® 2.0**  
Avoid negatives. Offer positive alternatives.
- SS07 Six Cardinal Rules Of Customer Service 2.0**  
Basics of good customer service.
- SS02 Determining Caller Needs 2.0**  
& **SS03** Listening and questioning skills.
- SSO4 From Curt To Courteous 3.0**  
Be friendlier on the phone! Introduces the 7 touchpoints of communication.
- SS10 Proactive Customer Service 2.0**  
Skills needed for proactive customer service: rapport building and cross-selling.
- SSO8 Telesales Tips From A To H** - tips on inbound and outbound calls.
- SSO9 Telesales Tips From I To Q** - tips on inbound and outbound calls.
- SS10 Telesales Tips From R To Z** - tips on inbound and outbound calls.
- SS11 Basic Basic Telephone Skills 2.0**  
The essentials of managing the telephone effectively.
- SS16 How To Handle The Irate Caller 2.0**  
Quick help for diffusing angry callers.
- SS14 How To Avoid Emotional Leakage™ 2.0**  
Prevent stress from “leaking” through the phone wires.
- SS13 The Seven Keys to a Positive Mental Attitude**  
Explores the key essentials to developing & keeping a positive attitude on your job and in every aspect of life.
- SS17 Essential Elements of Internal Customer Service**  
Helps employees realize we are customers to each other.
- SS18 How To Deal With The Foreign Accent 2.0**  
Awareness makes communication easier with foreign speaking customers.
- SS19 That’s Just Rude!**  
Exploring the Rudeness Matrix.
- SS20 Six Steps to Service Recovery**  
Steps to take when there’s been a disappointment for a customer.
- SS21 Maintaining Customer Relationships**  
The importance of follow up after the sale.

NOTE: Feel comfortable to show other Telephone Doctor® programs to this group. The above are starter programs.

TARGET  
AUDIENCE  
CURRICULUM  
SUGGESTIONS

## Sales/Sales Support Training

### **TELEPHONE DOCTOR® SUGGESTS THESE PROGRAMS:**

**SS01 The Service Mentality**

A mind-set for serving customers.

**SS08 Telesales Tips From A To H** - tips on inbound and outbound calls.

**SS09 Telesales Tips From I to Q** - tips on inbound and outbound calls.

**SS10 Telesales Tips From R to Z** - tips on inbound and outbound calls.

**SS10 Proactive Customer Service 2.0**

Skills needed for proactive customer service: rapport building and cross-selling.

**SS02 Determining Caller Needs 2.0**

**& SS03** Listening and questioning skills.

**SS06 Five Forbidden Phrases® 2.0**

Avoid negatives. Offer positive alternatives.

**SS16 How To Handle The Irate Caller 2.0**

Quick help for diffusing angry callers.

**SS14 How To Avoid Emotional Leakage™ 2.0**

Prevent stress from “leaking” through the phone wires

**SS13 The Seven Keys to a Positive Mental Attitude**

Explores the key essentials to developing & keeping a positive attitude on your job and in every aspect of life.

**SS17 Essential Elements of Internal Customer Service**

Helps employees realize we are customers to each other.

**SS19 That’s Just Rude!**

Exploring the Rudeness Matrix.

**SS20 Six Steps to Service Recovery**

Steps to take when there’s been a disappointment for a customer.

**SS21 Maintaining Customer Relationships**

The importance of follow up after the sale.

**NOTE:** Feel comfortable to show other Telephone Doctor® programs to this group. The above are starter programs.

## FACE-TO-FACE CUSTOMER SERVICE TRAINING

TARGET  
AUDIENCE  
CURRICULUM  
SUGGESTIONS

### **TELEPHONE DOCTOR® SUGGESTS THESE PROGRAMS:**

- SS01 The Service Mentality**  
A mind-set for serving customers.
- SS06 Five Forbidden Phrases® 2.0**  
Avoid negatives. Offer positive alternatives.
- SS13 The Seven Keys to a Positive Mental Attitude**  
Explores the key essentials to developing & keeping a positive attitude on your job and in every aspect of life.
- SS07 Six Cardinal Rules of Customer Service 2.0**  
Basics of good customer service.
- SS16 How To Handle The Irate Caller 2.0**  
Quick help for diffusing angry callers.
- SS14 How To Avoid Emotional Leakage™ 2.0**  
Prevent stress from “leaking” through the phone wires.
- SS02 Determining Caller Needs 2.0**  
& **SS03** Listening and questioning skills.
- SSO4 From Curt to Courteous 3.0**  
Be friendlier on the phone! Introduces the 7 touchpoints of communication.
- SS10 Proactive Customer Service 2.0**  
Skills needed for proactive customer service: rapport building and cross-selling.
- SS19 That’s Just Rude!**  
Exploring the Rudeness Matrix.
- SS18 Six Steps to Service Recovery**  
Steps to take when there’s been a disappointment for a customer.
- SS19 Maintaining Customer Relationships**  
The importance of follow up after the sale.

NOTE: Feel comfortable to show other Telephone Doctor® programs to this group. The above are starter programs.