

CUSTOMER SERVICE REPRESENTATIVE (60 Hours)

Course No.: 71-60-50

COMPETENCY CHECKLIST

Student Name _____

Teacher Name _____ School Site _____

Start Date _____ Completion Date _____ Certificate Date _____

Teacher Signature _____ Student Signature _____

(Signatures verify completion of course competencies)

A. ORIENTATION/INTRODUCTION AND SAFETY

(2 hrs)

- _____ 1. Scope and purpose of course
- _____ 2. Identify/list personal goals for course
- _____ 3. Identify course competency areas
- _____ 4. Compare personal goals to those of course
- _____ 6. Establish goals for self-improvement
- _____ 7. Value of developing effective customer skills
- _____ 8. Businesses that employ frontline service
- _____ 9. Technical & interpersonal skills for service
- _____ 10. Skilled service and business' positive image
- _____ 11. Customer service as lifelong partnership
- _____ 12. Customer service to attract/keep customers
- _____ 13. Relay personal experiences w/good service
- _____ 14. Ergonomics as applied to customer service
- _____ 15. Demo sound ergonomic practices at work
- _____ 16. Repetitive strain injuries
- _____ 17. Demo correct scanning/cashier techniques
- _____ 18. Pass safety test with 100% accuracy

B. WORK STYLE (3 hrs)

- _____ 1. Personality types and work styles
- _____ 2. Variety of workplace personality types
- _____ 3. Variety of work styles
- _____ 4. Styles that help/harm work productivity
- _____ 5. Personal work style through self-appraisal
- _____ 6. Strategies to maximize effective work habits
- _____ 7. Determine career choice in customer service

C. SUSTAINING EMPLOYMENT (16 hrs)

- _____ 1. Effective life skills and good work habits
- _____ 2. Good work habits/time management skills
- _____ 3. Ethical standards and social responsibility
- _____ 4. Traits of successful customer service rep
- _____ 5. Personal hygiene & acceptable work attire
- _____ 6. Personal time pressure vs problems at work

- _____ 7. Balancing work and family
- _____ 8. Personal stressors & formulate strategies
- _____ 9. Goals for personal development
- _____ 10. Effective communication patterns/skills
- _____ 11. Behaviors of an effective team
- _____ 12. Importance of mutual respect in workplace
- _____ 13. Demo strategies for conflict resolution
- _____ 14. Sexual harassment in workplace
- _____ 15. Work cooperatively/share responsibilities
- _____ 16. Demo cooperative working relationships
- _____ 17. Creative thinking skills & logical reasoning skills
- _____ 18. Work requirements for successful employment
- _____ 19. Value of mentor-mentee relationship
- _____ 20. Opportunities in other areas of company
- _____ 21. Demo ability to handle greater responsibility
- _____ 22. Job performance evaluation criteria
- _____ 23. Daily work schedules & changes in schedules
- _____ 24. Accepted procedures for calling in late/sick
- _____ 25. Employer policies for time-keeping/holidays
- _____ 26. Acceptable reasons for tardiness/absences
- _____ 27. Employer policies on work visits/phone calls
- _____ 28. Equal employment opportunity
- _____ 29. Identify employee benefits
- _____ 30. Describe employee civil rights
- _____ 31. Define listed elements of a pay stub
- _____ 32. Identify W-2 and W-4 forms

D. ORAL AND WRITTEN COMMUNICATIONS SKILLS

(10 hrs)

- _____ 1. Demo active listening through feedback
- _____ 2. Etiquette in workplace communications
- _____ 3. Chain of command in the workplace
- _____ 4. Aspects of verbal communication
- _____ 5. Public perception of business by phone calls
- _____ 6. Demo answering business phone
- _____ 7. Taking a message

- _____ 8. Demo ending a call
- _____ 9. Read and follow written instructions

E. FUNDAMENTALS OF CUSTOMER SERVICE

(20 hrs)

- _____ 1. Customer perceptions of 'good' service
- _____ 2. Customer service as problem-solving action
- _____ 3. Customer service as way to build business
- _____ 4. Basic needs of a customer
- _____ 5. Three parts of a customer service transaction
- _____ 6. Role play greeting techniques
- _____ 7. Role play listening and evaluating techniques
- _____ 8. Techniques for responding to customers
- _____ 9. Successful customer service rep behaviors
- _____ 10. Importance of positive attitude by rep
- _____ 11. Role-play 10 listed service messages
- _____ 12. Reasons for saying 'No' to a customer
- _____ 13. Hard 'No' versus service 'No'

F. STRATEGIES FOR HANDLING IRATE CUSTOMERS

(5 hrs)

- _____ 1. Demo strategies dealing w/irate customer
- _____ 2. Three degrees of customer anger
- _____ 3. Steps in dealing with an irate customer
- _____ 4. Techniques for overly busy situations
- _____ 5. Techniques for correcting errors
- _____ 6. Handling persistent or eccentric customers
- _____ 7. Role playing activities that demo techniques
- _____ 8. Observe class members' role playing/critique

G. EMPLOYABILITY SKILLS (4 hrs)

- _____ 1. Career planning process
- _____ 2. Career planning increases career success
- _____ 3. Career planning enhances self-satisfaction
- _____ 4. Describe decision-making process
- _____ 5. Decision making processes
- _____ 6. Categories of career requirements in field
- _____ 7. Career opportunities and projected trends
- _____ 8. Steps for setting goals/writing personal goals
- _____ 9. Aptitudes related to career options
- _____ 10. Develop career portfolio w/listed items
- _____ 11. Demo Effective interviewing techniques