

# **INSTRUCTIONAL SYSTEMS INC.**

## **CUSTOMER SERVICE REPRESENTATIVE**

CHAPTER 1 - Introduction to Customer Service

Lesson 1 - Neatness and Organization

Lesson 2 - Working with Others

Lesson 3 - Handling Complaints

Lesson 4 - Empathy

Lesson 5 - Courtesy

Lesson 6 - Assertiveness

Lesson 7 - Communication Skills