

INSTRUCTIONAL SYSTEMS INC.

CUSTOMER SERVICE REPRESENTATIVE

CHAPTER 1 - Introduction to Customer Service

- Lesson 1 - Customers
- Lesson 2 - Businesses
- Lesson 3 - Retail Businesses
- Lesson 4 - Customer Service in Other Businesses
- Lesson 5 - Personal vs. Procedural
- Lesson 6 - Responsibilities
- Lesson 7 - Professional Ethics
- Lesson 8 - Neatness and Organization
- Lesson 9 - Other Personal Qualities
- Lesson 10 - Working with Others
- Lesson 11 - Confidentiality
- Lesson 12 - Handling Complaints
- Lesson 13 - Customer Needs
- Lesson 14 - Skills and Characteristics
- Lesson 15 - Empathy
- Lesson 16 - Courtesy
- Lesson 17 - Assertiveness
- Lesson 18 - Communication Skills
- Lesson 19 - Listening Skills
- Lesson 20 - Problem Solving Skills

CHAPTER 2 - Customer Service in Retail Businesses

- Lesson 1 - Retail Sales and Inventory
- Lesson 2 - Credit and Credit Cards
- Lesson 3 - Delivery and Special Services
- Lesson 4 - Telephone Sales and Mail Order
- Lesson 5 - Store Security and Security Systems
- Lesson 6 - Maintenance and Appearance

CHAPTER 3 - Customer Service in Other Businesses

- Lesson 1 - Utilities
- Lesson 2 - Banks
- Lesson 3 - Insurance Companies
- Lesson 4 - Real Estate
- Lesson 5 - Hospitals and Health Care Facilities
- Lesson 6 - Hotel and Motel Businesses