Delivering Knock Your Socks Off Service

Description: This self-study course is based on three books from the highly acclaimed Knock Your Socks Off Service® series by Ron Zemke and Kristin Anderson: Delivering Knock Your Socks Off Service, Knock Your Socks Off Answers, and Tales of Knock Your Socks Off Service. It's written in the same down-to-earth, easy-to-read, fun style that readers enjoy in the best-selling book series.

Like the books, this course is chock-full of practical information that will help you give external and internal customers exceptional service every day. The course is packed with proven techniques to get you out of tough situations and times when there's been a service breakdown or when you're face-to-face with a difficult customer.

Best yet, the course takes the ideas presented in the books to the next level by including the following interactive features that allow you to apply the material to your job and your life:

- Knock Your Socks Off Service - skill self-assessments to give you a snapshot of your current skill level. With these assessments, you'll see where your strengths are and you'll be able to identify areas that you want to improve.

- Goal-setting and action-planning worksheets - use these to write out your Knock Your Socks Off Service goals, list action steps to achieve those goals, and track your progress.

- Exercises - where you apply what you've learned in this course to your job.

- Case situations - where you'll prepare to meet challenging customer service issues before encountering them. Each case has a model answer based on tried-and-true methods used by successful customer service professionals.

- Desktop reminders - these are point-by-point guidelines you'll find throughout the course. You'll also find them on a laminated card you can take to work and keep in view or tucked away in your top drawer. A quick glance when the pressure's on will remind you what to say or do next.

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