



## Customer Service Basics

Duration: One day  
Time: 9am – 4pm  
For: Service Providers

### PROGRAM OBJECTIVES

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To enhance the professionalism of service providers by focusing on the 12 basic fundamentals of customer service.

### METHODOLOGY

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Workshop consists of lecture/discussions, visual aids, individual and group activities.

### Content Domain

The Twelve Customer Service Basics:

- Have a desire to please.
- Train yourself to smile.
- Treat others the way you want to be treated.
- Always say “please” and “thank you”.
- Be a good listener.
- Don’t argue with the customer.
- Be polite when talking over the phone.
- Be punctual.
- If you promise – deliver.
- Keep your troubles to yourself.
- Always answer customer complaints tactfully and professionally.
- Be cheerful.

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