**CUSTOMER SERVICE – HOMEWORK: SESSION 5**

**Customer Service: Skills for Success – 7th Edition**

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**Chapter Seven: Service Breakdowns and Recovery**

What is a Service Breakdown?

What role does Behavioral Style play in our interactions? Why is it important to know these preferences?

Ultimately, how is successful service delivered?

What are some of the ways Difficult Customers can be described?

How can you successfully serve all Types of Customers?

What strategies are most useful for effectively handling Demanding Customers?

Why is it important to be familiar with company Policies and Procedures and your Limits of Authority?

What strategies are best for dealing with an Indecisive Person?

What strategies should be utilized in order to Satisfy Customers?

What strategies aid in dealing with an Angry Customer?

What two strategies are highlighted for dealing with Rude or Inconsiderate Customers?

Identify strategies outlined when interacting with Talkative Customers.

Explain the Emotion-Reducing Model and how it can help resolve any service breakdown.

What are the Reasons for Customer Defection?

Why are relationships with your internal customers important? How can they be strengthened?

What is the best way to deal with a service breakdown? What strategies can aid in this effort?

Why should you thank your customer when they ask a question, share a concern, or make a complaint?

How should Conflict be viewed?

Identify Common Causes of Conflict.

Share Guidelines for Effective Conflict Management.

What strategies can assist in Service Recovery efforts?

Explain the Five Phase Service Recovery process.

Identify and explain the Six Proven Steps to Problem Solving?