

Department of Child Support Services



Customer Service

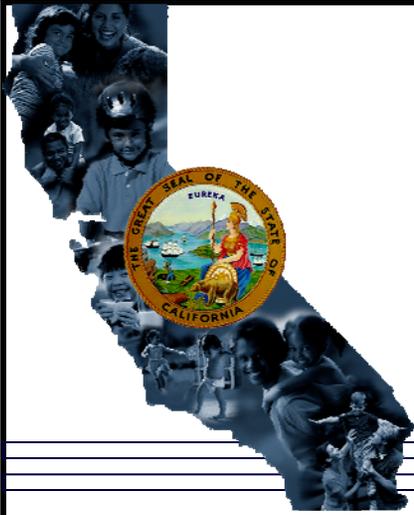
Child Support Program Orientation



Purpose

To introduce basic concepts to assist in providing superior customer service

Child Support Program Orientation



What is Customer Service?

Child Support Program Orientation



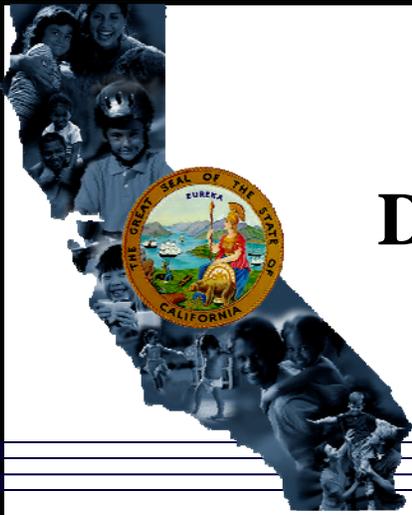
Who are our Customers?

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Who is responsible for Customer Service?

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Delivering Superior Service on the Telephone

- Know Your Equipment
- Answering the Telephone
- Verbal Authorization Guidelines
- Telephone Tips and Techniques
- Addressing the Customer

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Quality Customer Service

- Practice Effective Listening
- Managing Objections
- Attitude, Motivation, and Enthusiasm in Negotiations
- Pre-Call Planning and Outgoing Calls

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Interview Techniques

- Personal Considerations
 - Be alert
 - During the interview
 - Maintain emotional objectivity
- Interviewing the Customer
 - Opening
 - Exploration
 - Closing



Communication Styles

- Direct
- Passive
- Talkative
- Analytical



Handling Customer Situations

Hear, listen to the customer

Empathize

Ask Questions

Take Responsibility

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Ending the Call

- Termination of Calls
- Abusive/Obscene Language
- Threats
- Sensitive Subject Matter
- Resolutions

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Customer Service Questions

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