



Customer Service Preparation Course

This course provides essential knowledge and practical skills to help you succeed in customer service-related roles.

In this course, you will learn about and explore:

- Sector-specific terminology
- Workplace communication skills
- Dealing with difficult customers and challenging situations
- Telephone communication skills
- Representing your company professionally
- Improving your listening skills

Participants will benefit from the support of COSTI's online facilitators, who will guide and assist you throughout the course. In addition, you will have the opportunity to network with other participants and learn from shared experiences.

Course Overview

Module 1: Customer Service

- What is customer service?
- The two main roles in customer service
- "Going the extra mile" for customers
- Keeping customers satisfied

Module 2: Personal Management

- Developing a positive attitude
- Taking an optimistic approach to customer service
- Handling stress on the job

Module 3: Non-Verbal Communication

- Understanding non-verbal communication in Canada
- Learning about paralanguage
- Presenting a professional image

Module 4: Listening Skills

- Listening to and hearing customer needs
- Paraphrasing and reflecting
- Identifying barriers to effective listening

Module 5: Communication Styles

- Recognizing different communication styles
- Understanding assertive communication
- Developing assertive communication skills

Module 6: Verbal Communication

- Sending effective verbal messages
- Words and phrases to avoid
- Types of questions to ask customers
- Presenting a positive verbal message
- Identifying customer background and needs
- Open and closed questioning techniques

Module 7: Telephone Communication

- Understanding telephone reception
- Placing customers on hold professionally
- Transferring calls
- Taking accurate and effective messages

Module 8: Customer Service Issues

- Solving problems and handling customer complaints
- Managing self-talk and saying no professionally
- Dealing with angry customers
- Identifying next steps

Important Course Information

- A **Certificate of Completion** will be issued upon successful **completion of at least 75%** of course activities.
- Participants can complete course material at **any time of day**
- After registration, you will receive a course enrollment confirmation email within 24 hours
- Course instructions will be emailed **3 days** before the course start date

For more information and to register, please visit: <https://learn.costi.ca/moodle/>