

Customer Service AMA (Ask Me Anything) Expand Your Customer Service Skills



With Andrew Sanderbeck

About Andrew

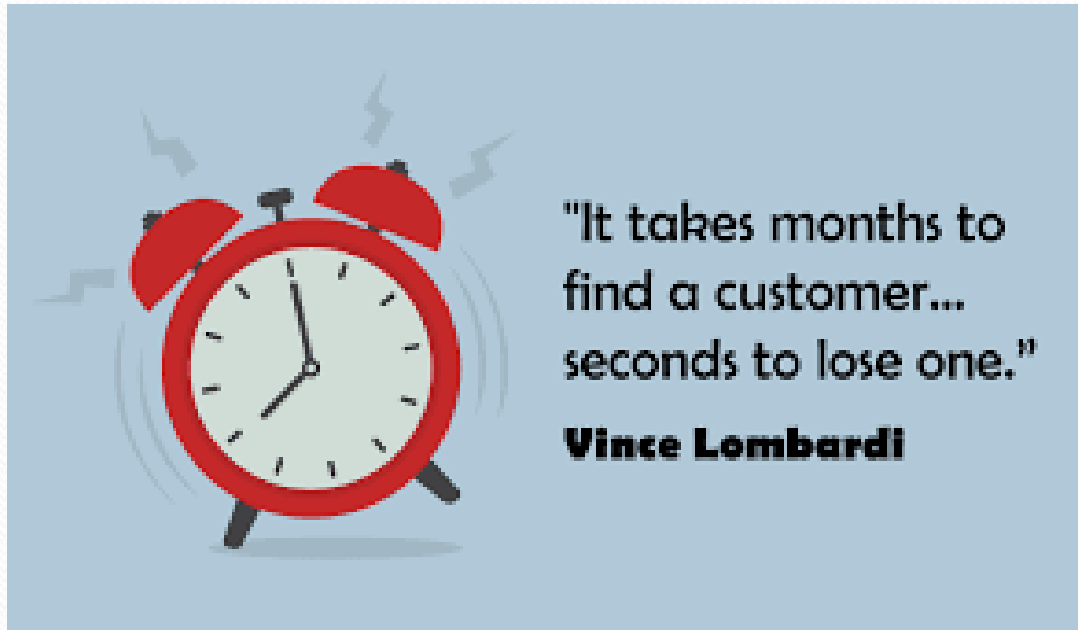
Andrew has experienced life as a commercial disc jockey, retail manager, corporate training manager and an adjunct professor. Today, he thrives as an introverted entrepreneur, spouse, parent and grandparent who loves animals, people, books, music, spiritual conversation, quiet time and travel. (*The order varies from day to day*)

People tell Andrew that they love his inspirational online publication, *The Friday News Minute* – which like Andrew, does not go out every Friday.



Let's Talk About...

- Specific verbiage to use with customers



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- The “new and better ways” to ask ‘Can I Help You?’

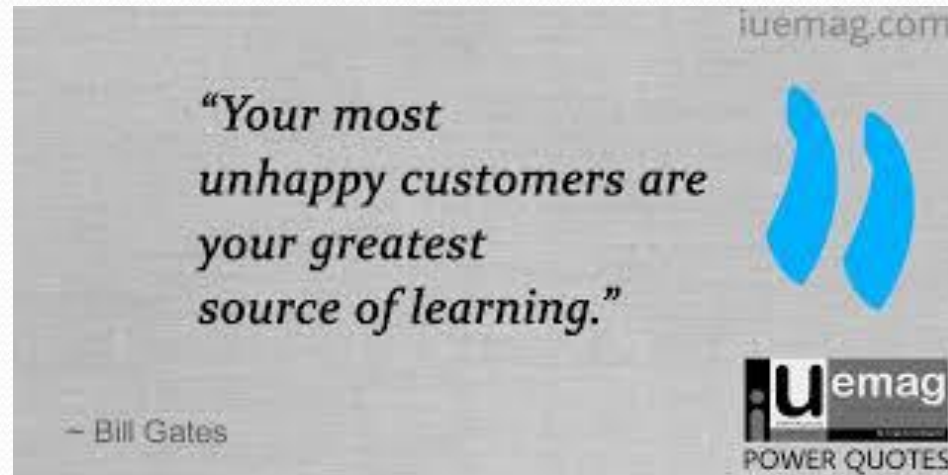
**Make every interaction count,
even the small ones.
They are all relevant.**

– Shep Hyken

www.Hyken.com

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- Approaches to working with challenging customer situations



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- Ways to improve the customer experience



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- How to stay fresh and refresh in a customer service position

Remember...

No matter how good your
feedback is, you always
start over with the next
customer.

-Shep Hyman

Mindy Mowbray

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- How to stay fresh and refresh in a customer service position
- Ways to build customer relationships

“IN BUSINESS IT'S ABOUT PEOPLE. IT'S ABOUT
RELATIONSHIPS.”

KATHY IRELAND

@Lifehack Quotes

#1 Separate the Person from the Behavior



#2 Customer Service is Situational



Important to Remember

Customers want to be heard

Customers want to be acknowledged

Customers want to be understood



* *What you focus on is what you get more of...don't encourage the customer to continue to be more difficult. [Acknowledge Without Encouraging.](#)*

Specific verbiage to use with customers



Specific verbiage to use with customers



**That Behavior is Not Allowed
in the Library**

Specific verbiage to use with customers

**LOVE
THIS** 

If you'd like to stay in the library, you'll need to...



Our insurance does not allow you to...

Techniques to Use with Customer Behaviors

> Question



because

THE WHY

unfortunately



Have You Tried Using “Benefit Statements”?

For the safety of all of our customers, we do not allow...(running/climbing/riding the staircase)

For the protection of your account we do not allow...(others to use your credit card)

To keep our business clean and our items from being damaged, we do not allow (food/open drink containers)

WHAT'S THE BENEFIT



The “new and better ways” to ask ‘Can I Help You?’

What didn't you find today that you were looking for?

Is this your first visit to our library?

What problem can we help you solve today?

Did You Know.....

Approaches to working with challenging customer situations

Remember: Behind Every Behavior There is a Need – Ask Yourself, “What Does this Customer Need? (Attention/To Be Heard)

Try to See the Other Person’s Perspective, Even When You Don’t Agree With Them

Debrief the Confrontation / Forgive Yourself Instead of Beating Yourself Up





Ways to improve the customer experience

Be the customer

Understand their experience

Decide if that is the experience you/your library wants

Make changes/adjustments

Re-evaluate

How to stay fresh and refresh in a customer service position

Unique^x



TRY
SOMETHING
NEW

Ways to build customer relationships



What is *one significant thing* you learned today?

21



Acquiring knowledge doesn't
bring power into your life,
until you apply what you have
learned.

Shannon L. Alder

Knowing is not enough ,
We must APPLY.

Willing is not enough .
We must DO.

- *Bruce Lee*



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*Thank
you!*

Learn something new everyday
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FLW