

## Customer Service

### What is good customer service?

Good customer service begins with an attitude of wanting to help solve a problem. It is going above and beyond what is expected. It is a well-known fact that how you treat people directly affects your own career success. If you have a positive attitude and try to help when asked, you will have much more support when you need help. People will come to you more easily and want to work with you to resolve issues. If you are always too busy, too critical or too demanding when someone asks you for something, you will find people going elsewhere. Someone with a positive attitude will attempt to help, even if they don't have all the answers. They will find someone to help or will seek out an answer. People notice that. Someone with a poor attitude or a negative attitude will see a request for help as a bother or something that interferes with their "real" work. And, again, people will notice that type of attitude as well.

### Top Six Skills for Customer service:

1. **Communication Skills:** It is important that your communication style reflects professionalism. You should speak in an upbeat and positive tone. This enables you to connect with your customers and colleagues and also build long lasting relationships. A lot of negative emotions like anger, sarcasm, impatience, etc. also get communicated through your tone so it's important to watch out for it. Your tone should reflect empathy and concern for your customer.
2. **Listening Skills:** Good listening skills will help you understand the main ideas of the person you are communicating with and also ensures that you provide appropriate answers to customers' questions and understand the emotional clues they may drop.
3. **Problem solving skills:** You should be committed and have a sincere desire to solve the customers' problems. Your ability to ask the right kind of questions will be a key factor in providing an effective solution.
4. **Flexibility:** You need to adapt to a customer's unique needs and changing circumstances.
5. **Initiative and proactive-ness:** Walking the extra mile for the customer will go a long way in improving or creating relationships.
6. **Professionalism:** You need to be professional, friendly and courteous. Conveying respect for customer, team members, company and competitors is also important as this demonstrates confidence in self and the organization. A professional attitude will leave the customer with a positive feeling.



**People who provide good customer service are always trying to do a better job and will take to heart any suggestions from customers; they encourage good feedback and are rarely offended by it!**