



Experts

1. Kantola .

Customer Service Counts

Product Id (062899)

🕒 25m 53s | 📁 Personal Productivity | 📦 1 module(s) | 📶 All

Viewers will enjoy the amusing story of two coworkers who start their day experiencing bad customer service as customers themselves. Comparing notes, they enter a friendly competition to see who can offer the best customer service that day on the job. As they demonstrate sales skills and handle rushed (even unhappy) customers, their fun rivalry reminds employees that customers are people too. And it makes the point to employees that their peers are counting on them as well.





In fact, coworkers are also customers. Everyone has "internal customers" when helping other employees meet common goals. And every employee represents the organization when encountering outsiders, whether or not customer service is a major part of their job description.

A Certificate of Completion can be earned by scoring 80% or better on all Post-Assessments. A Badge can be earned by scoring 90% or better on all Post-Assessments.

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