

Good customer service

Business



What approach would you take to training to achieve the key behaviors?

To achieve the key behaviors, personnel assigned to serve the needs of the customers need to undergo training on to enhance customer service skills.

As revealed by the site on Good Customer Service, “ the most beneficial customer service training programs are those that are customized and structured by a professional training provider so they focus on the core business of a company” (Good Customer Service 1). Further, the training should focus on assessing and identifying strengths and weaknesses in customer service skills so that the strengths could be further enhanced while addressing the weaknesses.

What behaviors would you measure to determine the effectiveness of your program?

To determine is customer service training is effective, the most effective measure to determine the progress is through customers’ feedback and measurement of improvement in achieving organizational goals (increased sales, increased profits and market shares, and repeated patronage from customers and referrals to new ones).