



NV CONFERENCE & EXPO
September 25, 2024
Embracing Diversity, Inspiring Innovation, Empowering Our Future

CUSTOMER SERVICE RULES

Gabi Barbarena

14th Annual AHMA-PSW Nevada Conference & Expo
September 25, 2024



1

CUSTOMER SERVICE RULES

SESSION OBJECTIVES

- 1. Define Customer Service
- 2. Importance of Customer Service
- 3. Top Customer Service Skills

2



Audience Participation!



3



CUSTOMER SERVICE - DEFINED!

Customer service is the support and assistance you offer to a customer. It includes helping a customer with information, answering questions or solving a problem.



Duties may include

- Answering customer questions
- Handling customer concerns
- Finding solutions for unhappy customers
- Interacting with customers face to face
- Providing remote support through email or phone
- Following up with customers, as needed
- Updating records



Why is Customer Service Important?

- It's about creating a positive experience.
- Understand their needs and preferences.
- Provide solutions to their problems.
- Companies that fail to prioritize customer service, tend to continue to manage the same problems.



Good Customer Service Benefits

- Customer Service Standards
- Better alignment of messaging
- Consistency
- Build customer loyalty
- Reduce complaints



7

Top Customer Service Skills

- Adaptability
- Communication
- Empathy
- Listening
- Problem Solving
- Time Management



8

Adaptability

- It is the ability to adjust to changing circumstances, conditions, or environments.
- This quality is key in a changing world.



9

3 – Types of Communication

- Verbal – tone, volume and demeanor
- Written – clear and concise
- Non-Verbal - body language, eye contact, and overall demeanor



10

Empathy

Understanding, being aware of, being sensitive to, and listening to the feelings, thoughts, and experience of another.



11

Listening

Paying attention to better understand the other person's needs.



12

Problem Solving

The process of finding solutions to difficult or complex issues and problems



13

Time Management

Time management is the process of consciously planning and controlling time spent on specific tasks to increase how efficient you are.



14

Thank you !



15
