
CLIENT SERVICE

Overview

This event provides members with an opportunity to develop and demonstrate skills in interacting with internal and external clients to provide an outstanding client service experience. The client service consultant engages clients in conversation regarding products, handles inquiries, solves problems, and uncovers opportunities for additional assistance. Participants develop speaking ability and poise through presentation as well as critical-thinking skills.

This is an individual performance/role play event.

Website Resources

- 8 Rules For Good Customer Service
<http://sbinfoCanada.about.com/od/customerservice/a/custservrules.htm>
- Best Customer-Service Practices
http://www.inc.com/guides/cust_service/23036.html
- Customer Service And Customer Loyalty
http://sbinfoCanada.about.com/od/customerservice/Customer_Service_And_Customer_Loyalty.htm
- Seven Steps to Remarkable Customer Service
<http://www.jelonsoftware.com/articles/customerservice.html>
- Solving Your Customers' Problems
<http://www.businessknowhow.com/marketing/solveprob.htm>
- Top Traits for Excellent Customer Service: Problem Solving
<http://blog.workingsolutions.com/top-traits-for-excellent-customer-service-problem-solving/>

Role Play Scenario

You work for America's Bank (AB) as a Customer Care Representative for bill payments in one of its Customer Care centers. AB is one of the largest banks in the United States and has offices throughout the country. AB has recently acquired Juniper Bank and its 50,000 credit card accounts.

There have been several mailings to customers from both Juniper Bank and America's Bank about the acquisition. New America's Bank credit cards were issued and mailed to all Juniper account holders.

You will be fielding a call from a customer (judge). You should "answer the call" with the following greeting:

"America's Bank, this is _____ (your name). How may I help you?"