

# Learning Guide: Customer Service



Whether you have 5 minutes or 5 hours, online courses, videos, reference material and books are available to you online 24 hours a day on SkillSoft, the CU learning management system.

## If you have less than an hour:

Short on time for learning? Try out these resources for quick information.



### Watch a short video

**Service Heroes: Customer Service Turnaround.** By Enterprise Media. Real-life examples of service excellence. Duration: 16 minutes.

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## Business Exploration Series

Provides scenario-based learning, with real-world situations.

**Developing Your Customer Focus.** This Challenge Series exercise explores how to know, meet, and anticipate what your customers are looking for. Duration: 15 minutes. [Find it in SkillSoft by searching for: `_pc_ch_pach009`]

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## SkillSoft Simulations

In these simulations, your decisions have a direct impact on the events and result in realistic workplace consequences.



**Excel at Customer Service Simulation.** For front line personnel, team leaders, and customer service managers. Duration: 30 minutes. [Find it in SkillSoft by searching for: `CUST005A`]

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## SkillSoft Printable Resources

These include summaries, key points and checklists.



### SkillBriefs

Four Core Principles of Customer Service  
The Requirements of the Customer Service Standard



### Job Aids

Developing a Customer-focused Customer Service Philosophy



### 1-Hour Courseware

Find it in SkillSoft under Catalog > 1 Hour Courseware> Customer Service Curriculum  
Customer Service Fundamentals  
Customer Focus



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## If you have more than an hour:

### Take a SkillSoft course



**The Fundamentals of Exceptional Customer Service.** An introduction to new customer service techniques to increase customer loyalty designed for front line staff, managers, and team leaders. Duration: 3.0 hours. [Find it in SkillSoft by searching for: cust\_05\_a0\_bs\_enus]

**Conflict, Stress, and Time Management.** This course is designed for individuals who wish to develop their skills to deal with the stressful environment of customer service. Duration: 3.5 hours. [Find it in SkillSoft by searching for: cust\_07\_a03\_bs\_enus]

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### Customer Service Skills Curricula

Find it in SkillSoft under Catalog > Business Skills Curricula> Customer Service Curriculum

- Excelling at Customer Service
- Customer Service Fundamentals

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## If you want a Books24x7 title:

Don't forget the Books. You can access them anytime, anywhere 24x7, even with your mobile device.



**Customer Service Training 101, Second Edition.** By Renee Everson. AMACOM Copyright Renee Everson © 2011. This training manual covers every aspect of customer service fundamentals including face-to-face, phone, internet, and self-service skills. (239 pages)

**Expanding Customer Service as a Profit Center: Striving for Excellence and Competitive Advantage.** By Rob Reider. Business Expert Press Copyright Rob Reider © 2012. For those who are looking to go above and beyond in developing their customer service skills by learning to identify and maintain customer-service excellence. (172 pages)

**10 Steps to Successful Customer Service.** By Maxine Kamin. ASTD Copyright The American Society for Training & Development © 2010. Practice booklet and basic manual to help both front line customer service professionals and their managers. (193 page)

**Superstar Customer Service: A 31-day Plan to Improve Client Relations, Lock in New Customers, and Keep the Best Ones Coming Back for More.** By Rick Conlow and Doug Watsabaugh. Career Press, Inc. Copyright Rick Conlow and Doug Watsabaugh © 2014. The plan presents a guided path for anyone who wishes to improve their customer service skills by using daily lessons with a core concept, skill-development idea, and resources for support.

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## Access these materials:

You can find all the materials featured in this learning guide in SkillSoft.

Here's how to access them:

1. Log-on to your CU campus portal ([my.cu.edu](http://my.cu.edu)) and click on the **CU Resources tab**.
2. Select **Training**.
3. Select **Start SkillSoft**. SkillSoft will open in a separate window.



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