



## Customer Service Making the Right Call

### Objectives:

By the end of this workshop, participants will be able to:

- Offer a comprehensive overview of telephone etiquette in the city government context of customer service
- Equip participants to confidently and enthusiastically meet the needs of internal and external customers



## Summary

Customer Service Making the Right Call instructs front-line personnel in understanding and implementing proper telephone skills to work with customers efficiently and effectively.

The course includes techniques to avoid telephone etiquette mistakes, examples of positive customer service, opportunities for discussion of personal experiences, and basic skills that deal with paraphrasing, building rapport, and handling critical calls.