

Service

We focus our efforts to ensure that our customers feel valued and respected.

Use the table below as a guide to the Innovations folder located within Accelerate.

Accelerate Resource	Type & Length	Behavioral Indicator	Areas of Special Focus/ Alignment/ Target Audience
“Win the Customer: 70 Simple Rules for Sensational Service” , http://waynestateuniversity.skillport.com/skillportfe/main.action?path=su mmmary/BOOKS/92021	Book : 251 pages	-Deliver high quality experience with every interaction -Put customers first -Provide timely responses -Provide updates on status -Provide value in your solutions	Rule 3: Learn How to Update Your Customer, Rule 4: Serve People, Not Shareholders, Rule 5: Put the Right People in the Right Place at the Right Time Doing the Right Thing, Rule 15: Make Your Customer Service a Human Interaction, Rule 50: Focus on the Value of Great Service Experience
“Customer Advocacy: Communicating to Build Trusting Customer Relationships” , http://waynestateuniversity.skillport.com/skillportfe/main.action?path=su mmmary/COURSES/cust_11_a01_bs_e nus	Course: 1 Hour	-Deliver high quality experience with every interaction -Put customers first -Provide timely responses -Provide updates on status -Provide value in your solutions	Anyone in an organization who wants to develop customer advocacy knowledge and skills
“Effective Client Management in Professional Services: How to Build Successful Client Relationships” , http://waynestateuniversity.skillport.com/skillportfe/main.action?path=su mmmary/BOOKS/81664	Book : 377 pages	-Deliver high quality experience with every interaction -Put customers first	Chapter 4: Satisfaction: Client Satisfaction and Loyalty, Chapter 8: Relationships: Client Relationship Development
“Customer Interactions” , http://waynestateuniversity.skillport.com/skillportfe/main.action?path=su mmmary/COURSES/cust_07_a01_bs_e nus	Course: 3 Hours, 30 Minutes	-Deliver high quality experience with every interaction -Provide timely responses	Customer support center or help desk environment.

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<p>“Excellence in Internal Customer Service”, http://waynestateuniversity.skillport.com/skillportfe/main.action?path=summary/COURSES/CUST0141</p>	<p>Course: 5 Hours</p>	<p>-Deliver high quality experience with every interaction -Provide timely responses -Provide updates on status -Provide value in your solutions</p>	<p>Strategies to Meet Your Internal Customers' Needs</p>
<p>The BUZZ: 50 Little Things That Make a Big Difference to Delivering World-Class Customer Service http://waynestateuniversity.skillport.com/skillportfe/main.action#summary/BOOKS/RW\$271105: ss book: 11499</p>	<p>Book: 127 pages</p>		
<p>Customer Service Training 101, Second Edition http://waynestateuniversity.skillport.com/skillportfe/main.action#summary/BOOKS/RW\$36412: ss book:36886</p>	<p>Book: 239 pages</p>		
<p>Powerful Phrases for Effective Customer Service: Over 700 Ready-to-Use Phrases and Scripts That Really Get Results http://waynestateuniversity.skillport.com/skillportfe/main.action#summary/BOOKS/RW\$244224: ss book:47778</p>	<p>Book: 305 pages</p>		
<p>Difficult Guest - Customer Service Training Videos http://www.bing.com/videos/search?q=Best+Customer+Service&view=detail&&mid=B8FAA911222E79FC906AB8FAA911222E79FC906A&rvsmid=47351DFD79E9C786C47F47351DFD79E9C786C47F&fsscr=0 https://www.youtube.com/watch?feature=player_embedded&v=hRAM5EE5kgg</p>			