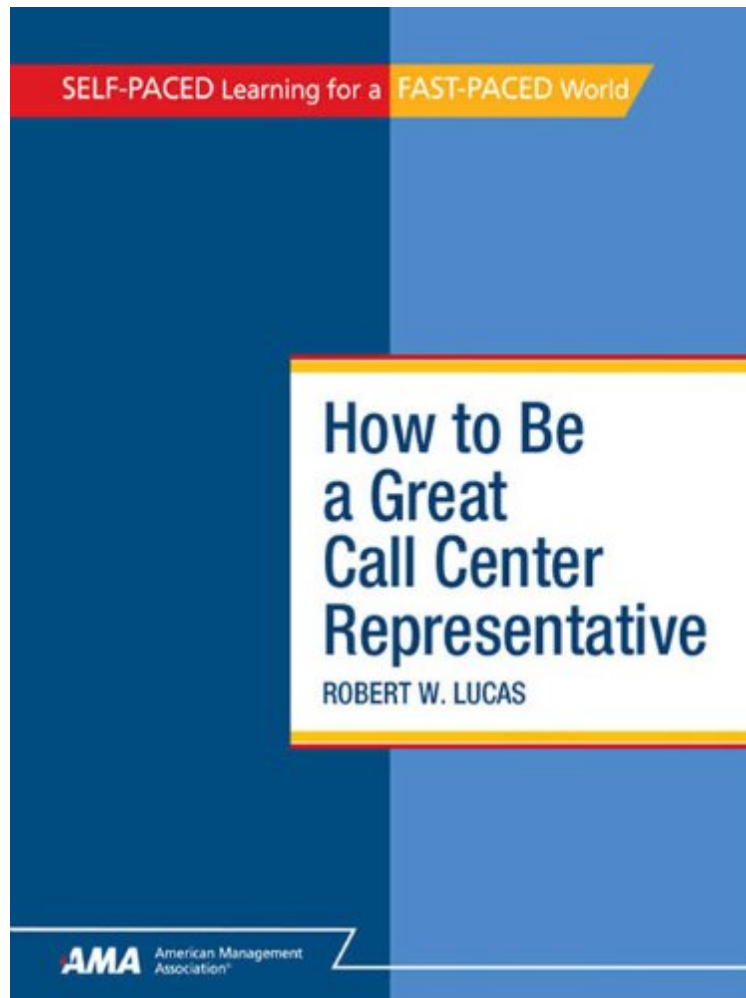


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How To Be a Great Call Center Representative: EBook Edition

Robert W. LUCAS

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Robert W. LUCAS : How To Be a Great Call Center Representative: EBook Edition before purchasing it in order to gage whether or not it would be worth my time, and all praised How To Be a Great Call Center Representative: EBook Edition:

Give your front-line call center staff the training they need! With How to Be a Great Call Center Representative, call-center staff will learn what technology-based customer service is all about, including the history, terminology, legislation, and technology options. This book is designed to supplement and enhance the industry-specific policies and procedures plus local, state, and federal guidelines to which a call center staff must adhere. Filled with exercises and self-assessments, the course presents specific, practical strategies for improving listening skills, building trust with customers, problem solving, and decision-making--all within the context of a busy call center. How to Be a Great Call

Center Representative provides all the tools needed to be confident in handling customers and building a foundation for future growth and advancement. Readers will learn how to:

- Identify the roles and responsibilities of a call center staff
- Prepare yourself to deliver quality service
- Learn to communicate successfully
- Identify current legislation, terminology, and technology affecting call center staff
- Develop skills for building trust
- Enhance telephone verbal skills and vocal quality
- Build problem solving and decision-making skills
- Learn to handle difficult customer situations
- Improve your time-management and multitasking skills
- Identify ways to control your stress level
- Learn to recover from mistakes—yours and your customers'.

This is an ebook version of the AMA Self-Study course. If you want to take the course for credit you need to either purchase a hard copy of the course through amaselfstudy.org or purchase an online version of the course through www.flexstudy.com.

From the AuthorAs call centers continue to be established and evolve, the number of customer service employees grows each year in the United States and throughout the world. Related to this growth is a continuing need for quality information and training to assist those employees providing service through technology, such as the types of hardware and software found in call centers. Because of the diverse ways in which technology is being used to serve customer in various industry call centers, the material covered in this course is fairly generic so that it can be adapted to most call center environments. The majority of service organizations have policies and procedures for performing many of the tasks and skills outlined herein. Additionally, there are numerous local, state, and federal guidelines to which call center employees must adhere. Follow information provided by your supervisor or team leader and use what you learn here to supplement and enhance your knowledge and skills.

About the AuthorBob Lucas is an internationally-known award-winning author and learning and performance expert who specializes in workplace performance-based training and consulting services. He has over four decades of experience in human resources development, management and customer service in a variety of organizational environments and was the 1995 and 2011 President of the Central Florida Chapter of the Association for Talent Development (CFC-ASTD). Bob has lived, traveled and worked in twenty-nine different countries and geographic areas. His life experiences give him a real-world perspective on the application of theory he has studied and used.

In addition to having the top-selling customer service textbook in the United States, Bob has written and contributed to thirty-six other books, training video leader's guides and book compilations. He has shared his knowledge on a variety of workplace learning topics, such as creative training and management program development, train-the-trainer, customer service, presentation skills, interpersonal communication, adult learning, diversity, team building, and employee and organizational development with workplace professionals from hundreds of national and international organizations. He also taught training and development, diversity and interpersonal/organizational communication at the Master's level for almost two decades while at Webster University