

# 25 Skills For Excellent Customer Service



- ☐ 1. Be a great listener
- ☐ 2. Great communication skills
- ☐ 3. Be calm and have patience
- ☐ 4. Keep your promises
- ☐ 5. Be honest
- ☐ 6. Is the customer happy with the offered solution?
- ☐ 7. Become an expert
- ☐ 8. Good body language
- ☐ 9. Be confident
- ☐ 10. Handle Surprises Well
- ☐ 11. Work Under Pressure
- ☐ 12. What if it were you with this problem?
- ☐ 13. Use positive language
- ☐ 14. Have computer skills
- ☐ 15. Take the extra step
- ☐ 16. Learn from mistakes
- ☐ 17. Be a leader
- ☐ 18. Friendly and compassionate

- ☐ 19. Know your organization
- ☐ 20. Time Management
- ☐ 21. Analyze
- ☐ 22. Negotiate & persuade
- ☐ 23. Understand human psychology
- ☐ 24. Have tenacity
- ☐ 25. Close the deal

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