Twitter Thread by Russo | Always Flipping ■

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16 key customer service skills.

Why you need these for your business.

// THREAD //



1. Patience

Be patient and listen.

Every customer has their own problem and needs.

Ensure you understand their perspective and be willing to help.

Take your time and provide them the best service you can.



2. Attentiveness

Pay attention to the customers issues.

Work with them and understand what they are seeking.

Take this feedback and improve your business moving forward.

This changes can move your business forward.

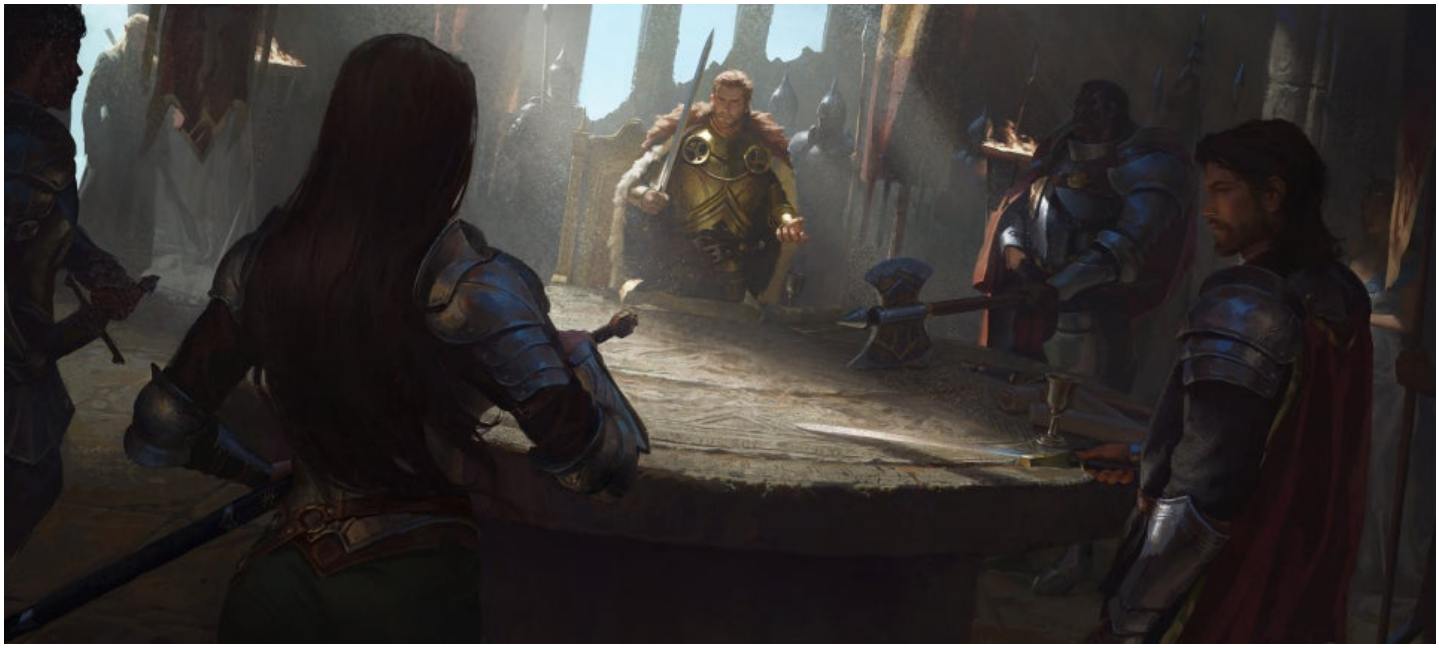


3. Communication

Be clear, concise, and to the point.

Communicate your point clearly to your customer.

Make sure they know you understand them and want to help.



4. Know your product

You should know your product better than the customer.

If you don't, you're not doing your job well enough.

Study it until you can sell it in your sleep, literally.



5. Positive Language

Understand conversational patterns.

Language is a crucial part of persuasion and how you are viewed by customers.

Ensure you are taking care of them and get rid of negative tones.



6. Acting Skills

There are some customers you will never please.

You have to stay positive and stay in character when dealing with these people.

Keep the same persona throughout.



7. Time Management Skills

Be short and to the point.

Building customer relationships are great, but solving problems is greater.

If you can't help, move the customer on to someone who can help them.

Don't waste time.



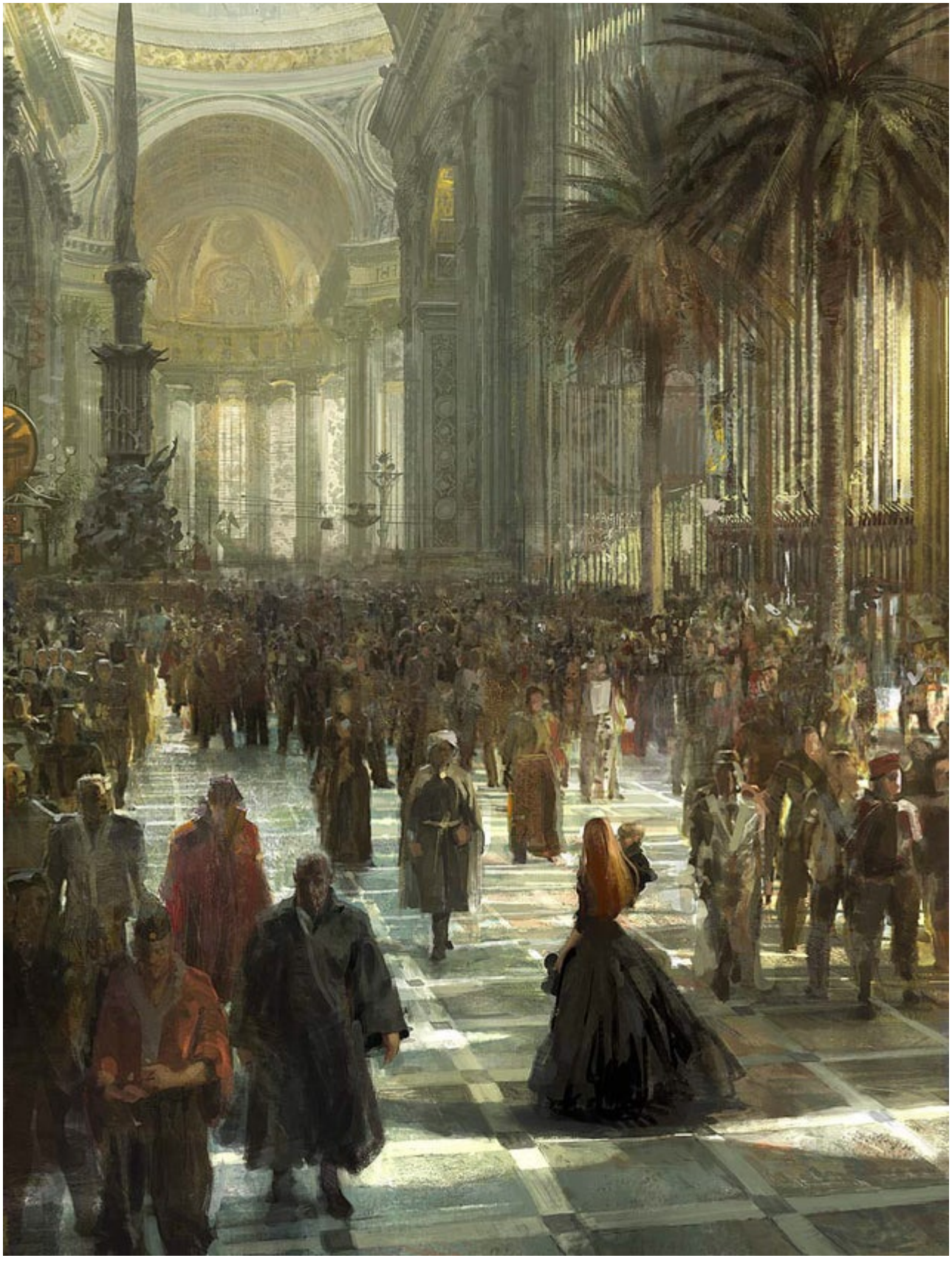
8. Ability to Read Customers

Behavioral psychology is crucial.

Customers are filled with emotions.

Be able to recognize these and adapt accordingly.

Watch and listen for cues.



9. Unflappability

Keep calm in all situations.

The is behavior will pay for itself time and time again.



10. Goal-oriented Focus

Know your goals when interacting with customers.

Be agile and adaptive and allow creative freedom.

Every customer is a different case.

Treat it as such.



11. Ability to Handle Surprises

Every situation and call is different.

Approach a customer with an open mindset.

Listen and adapt based on their respond.

Think on your feet and be quick.



12. Persuasion Skills

Persuasion is key in converting sales and customers.

Many people will want your product but will need to be convinced.

Learn to push them over the edge and convert.



13. Tenacity

Have a great work ethic and a willingness to do what needs to be done.

Sometimes you have to bend the rules.

Make the customer happy any way you can.



14. Closing Ability

End your conversation with customer satisfaction.

Take care of any and all issues that there may be.

Make sure the customer is satisfied before disconnecting.



15. Empathy

This is the ability to understand and share feelings of another.

This is defined within someones character.

Empathy can be learned and improved upon.

Focus on leveling this up if you lack this skill.



16. Willingness to Learn

This is one of the most important skills.

Be willing to learn the product inside and out.

Know the product better than anyone else.

If you don't want to improve, you will never progress.



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