

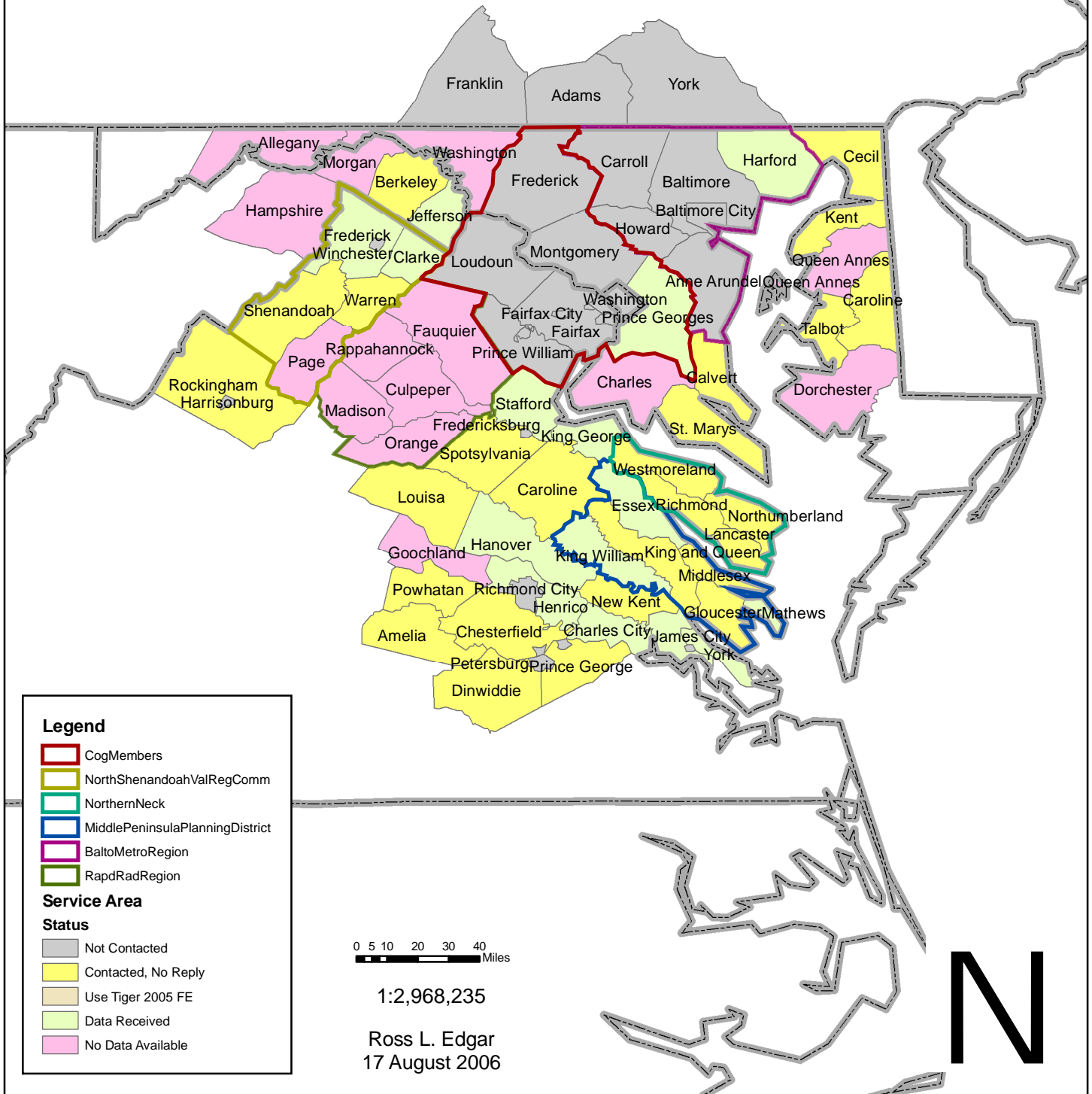
HANDOUTS

from previous meeting



June 20, 2006

Status of Data Update 2006



July 10, 2006
9:00 am - 4:00 pm

PCZ

The Basics of Knock-Your-Socks-Off Customer Service

Course Description

Put on your kid gloves and find out how your staff can gain expert front-line service skills and keep even the most difficult customers happy. Learn the special kind of care, attention and know-how it takes to handle every customer professionally and deliver 100-percent satisfaction.

Course Objectives

After completing this one-day seminar, your service reps will master the inside secrets to providing top-notch customer service and, in the process, learn to view satisfying every single customer as a challenge instead of a chore.

- Find out why some reps never seem to burn out
- Learn how veteran reps keep customers for life
- Get five keys to delivering service that's so good, it'll knock your customers' socks off
- Avoid breaking promises
- Deliver service that goes the extra mile every time

Who Should Attend

Customer service managers, supervisors, team leaders, sales and marketing professionals and anyone else looking for great ideas to achieve incredible customer service

Course Overview

Packed with solid solutions to real-world customer service challenges, **The Basics of Knock-Your-Socks-Off Customer Service** offers participants a rare chance to learn proven techniques for handling customers with tact and style. Build the mental and emotional strength it takes to weather customer criticism without losing focus on delivering quality service. Gain the expert listening and problem-solving skills necessary to go above and beyond customer expectations.

Discover valuable techniques for defusing tense situations, turning complaining customers into

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company advocates and ensuring that first-time buyers become repeat customers. Employees develop a new outlook on the way they do business with customers, and gain a sense of pride, confidence and enthusiasm that's the hallmark of professional customer service.

Three Reasons Why Your Staff Can't Afford to Miss This Seminar

1. Developed by Kristin Anderson, a recognized expert in the field of customer service training, this seminar is based on the nationally acclaimed book, **Delivering Knock Your Socks Off Service®**.
2. Techniques taught in this seminar have been field-tested and proven to be effective on the front lines of customer service departments across the nation. Your staff will return to work with the solid skills that you and your customers value.
3. This seminar will deliver everything we promise and more. You will be 100-percent satisfied with your training investment or you get your money back.

Take Home These Valuable Materials

The Definitive Guide to Customer Service Excellence — This workbook serves as a permanent record of every tip, technique and strategy your staff will learn during this seminar. It contains extra room for personal notes and is sure to become a valuable resource your reps can rely on to keep customers satisfied and coming back for more.

The Basics of Knock-Your-Socks-Off Customer Service

AGENDA

Master Knock-Your-Socks-Off Service Basics

- Treat customers like friends and still maintain a professional working relationship
- Take our confidential self-audit to determine the quality of your customer service skills
- Discover three statements used by the pros to make sure first-time buyers come back for more
- Avoid committing the 10 cardinal sins that drive customers straight to the nearest competitor
- Learn the secrets of the customer service reps who never seem to burn out
- Find out how veteran reps keep customers for life
- Know the one maxim every service rep must follow to the letter — otherwise, your service means nothing to customers

Make Every Customer Feel Like Number One

- Get expert listening techniques that let customers know they have your undivided attention
- Learn to read the subtle signs that tell you a customer isn't 100 percent satisfied
- Master four winning phrases that let customers know their satisfaction is your top priority
- Find out the best way to deliver bad news without upsetting the customer
- Know the step-by-step actions you must take to regain a customer's trust and dedication
- Understand the five deadly phrases used by many reps that destroy customer goodwill — and what to say instead
- Learn how to make customers feel like they're receiving top-quality service, even when you can't deliver everything they want
- Project a more professional image to customers with our nine pivotal actions

Handle Difficult Customers With Confidence

- Utilize a simple phrase that defuses hotheads in seconds so you can get down to resolving their problems
- Learn the best way to make customers understand that their requests are unreasonable and get them to compromise
- Get proven strategies for dealing diplomatically with the five types of tyrannical customers who drive all reps crazy
- Help customers realize when they're wrong — and a solution that lets them save face
- Find out two valuable methods for weathering customer fury like a knock-your-socks-off service pro
- Recognize and effectively handle customers who can't ever be satisfied — without losing their business
- Get nine stress-busters to alleviate tension and stay calm and collected under pressure
- Convince cynical customers that you can and will do something to solve their problems

Go Above and Beyond Customer Expectations

- Get five keys to delivering service that's so good, it'll knock your customer's socks off
- Show customers that you sincerely value their business, without being sappy or melodramatic
- Master a great technique for anticipating customers' needs, even before they do
- Know how to avoid breaking promises and deliver service that goes the extra mile every time
- Learn three steps for following up a purchase to ensure that customers are absolutely, positively satisfied
- Take the first and most important step toward delivering exceptional customer service
- Discover why complaining customers are one of your most valuable resources ... and how to reward them



Technical Support June 20 2006

As Commuter Connections continues to grow, we need to review the procedures to be followed whenever there is a request for technical assistance for Commuter Connections Operations Center staff (MWCOCG).

For Technical Support in CCRS:

The following procedure should be followed when errors are generated and/or technical issues experienced while utilizing the CCRS Database. The Help Line includes the Call Pilot Notification that alerts all members of the Operations Center when there is a voicemail left in the Help Line Mailbox.

1) Client members may call the Commuter Connections Help Line at **202-962-3333**

- All available agents will be able to assist you.
- The voicemail box is checked throughout the day. **{Calls will be returned within 1 Business Day.}**
- In the case that all available agents are busy assisting other callers, you may:
 - **Option 1:** Leave a detailed message, the phone number on which you may be contacted and an available agent will return your call promptly.
 - **Option 2:** Send a message to Email Support address at commutersupport@mwcoq.org
- **Question: “Can you still perform your work?”**
- An agent will document the call and try to resolve immediate technical issues.
- **Question: Has the issue been resolved to your satisfaction?**
- If the agent determines that further assistance is required, the client member will be directed to send detailed message of the problem only to the Email Support address.
- So that we may be able to better assist you, please do not leave voicemails for agents on their personal lines.
- There would be no Guarantee that a technical issue would be resolved if a personal message is left on an agent phone.

2) Client members may send email message to **CommuterSupport@mwcoq.org**

- Commuter Support Inbox is checked throughout the day. **{Reply will be sent within 1 Business Day.}**
- Leave a detailed message, the phone number in which you may be contacted and an available specialist will contact you promptly.

- Client members will be notified by '**Acknowledgement of Receipt**' message that reads:
 - Thank you for taking the time to contact Commuter Connections Support. A specialist from Commuter Connections Support will contact you as soon as possible. Requests received after 5:00 PM (PST) will be handled the next business day.
 - This is a copy of the message you submitted to Commuter Connections Support.
(to include original email sent)
- Client members will be notified with a '**Problem Resolved**' message that reads:
 - Thank you for taking the time to contact Commuter Connections Support. Your request has been processed and completed on June 12, 2006. If you have any questions or if the issue has not been resolved to your satisfaction please reply and request to speak directly to a specialist.
 - This is a copy of the message you submitted to Commuter Connections Support.
(to include original email sent)
- So that we may be able to better assist you, please do not send messages for agents to their personal mailbox.
- There would be no Guarantee that a technical issue would be resolved if a personal message is sent to an agent's email address.