

A woman with long brown hair, wearing a grey blazer over a white top and a black headset with a microphone, is smiling warmly at the camera. She is sitting at a desk with a computer monitor in front of her. In the background, another woman is visible, also wearing a headset and working at a computer. The setting appears to be a professional call center or office environment.

Customer Service Training

Module 1: Welcome Skills



Module Objectives

- ✓ Describe the importance of Welcome Skills
- ✓ Explain how body language impacts Welcome Skills
- ✓ Explain how Welcome Skills impact the customer's experience and attitude toward a company or organization



Reflection

Think of a time when you had
a positive customer service experience.

Welcome Skills

**Greet the customer
with confidence**

**Thank the customer
for calling**

**Thank the customer
for their business**

Attitude

- Body language
- Tone of voice
- Verbal language



Activity

Small Groups