

Exceptional Customer Service: A Training for Student Employees

Available On-Demand

Overview

Training student employees on the importance of providing excellent customer service is essential to any department. This workshop will outline the basic principles of excellent customer service and demonstrate how students can apply these principles to their current role as student employees. The speaker will explain how student employees fit into the mission and goals of the institution and walk students through appropriate and inappropriate behaviors. She will also explain how students can use the skills they learn on the job to help them succeed professionally outside of school.

This workshop will address how to:

- deal with difficult students
- incorporate the service model
- recognize the importance of the student employee role
- practice respect for yourselves and your customers
- exhibit restraint when dealing with difficult people
- understand the positive use of policy and rules
- dress for the job
- network and ask for help
- embrace school pride

Objectives

Student workers will learn:

1. The positive side of being a "Customer Servant"
2. Quick tools to use for conflict management
3. Appropriate on-the-job behaviors
4. How student employees fit into the mission and goals of the institution
5. How to use the skills they are learning to help them succeed outside of school

Who should attend?

All student employees

Who is the speaker?

Bitsy Cohn is the Director of Learning Opportunity Center Services at Front Range Community College in Fort Collins, Colorado and an adjunct faculty member in the Developmental Studies Department. She holds a BA in English with Minors in Linguistics and Theatre Arts and is currently pursuing a Master's of Science degree in Organizational Leadership. Over the course of a twenty year career in Community College student affairs, teaching, tutoring and administration, she has become expert in customer service, student development, conflict management, post-secondary disability services, faculty training and development, at-risk retention strategies and at teaching all of the various tips, tricks, tools and magic spells students need for academic success.

Link to Recording:

<https://innovativeeducators.webex.com/innovativeeducators/lsr.php?AT=pb&SP=EC&rID=19290472&rKey=76f067466be0f076>

PowerPoint:

http://www.innovativeeducators.org/v/vspfiles/V4_Backup/exceptional_customer_service_students.ppt

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