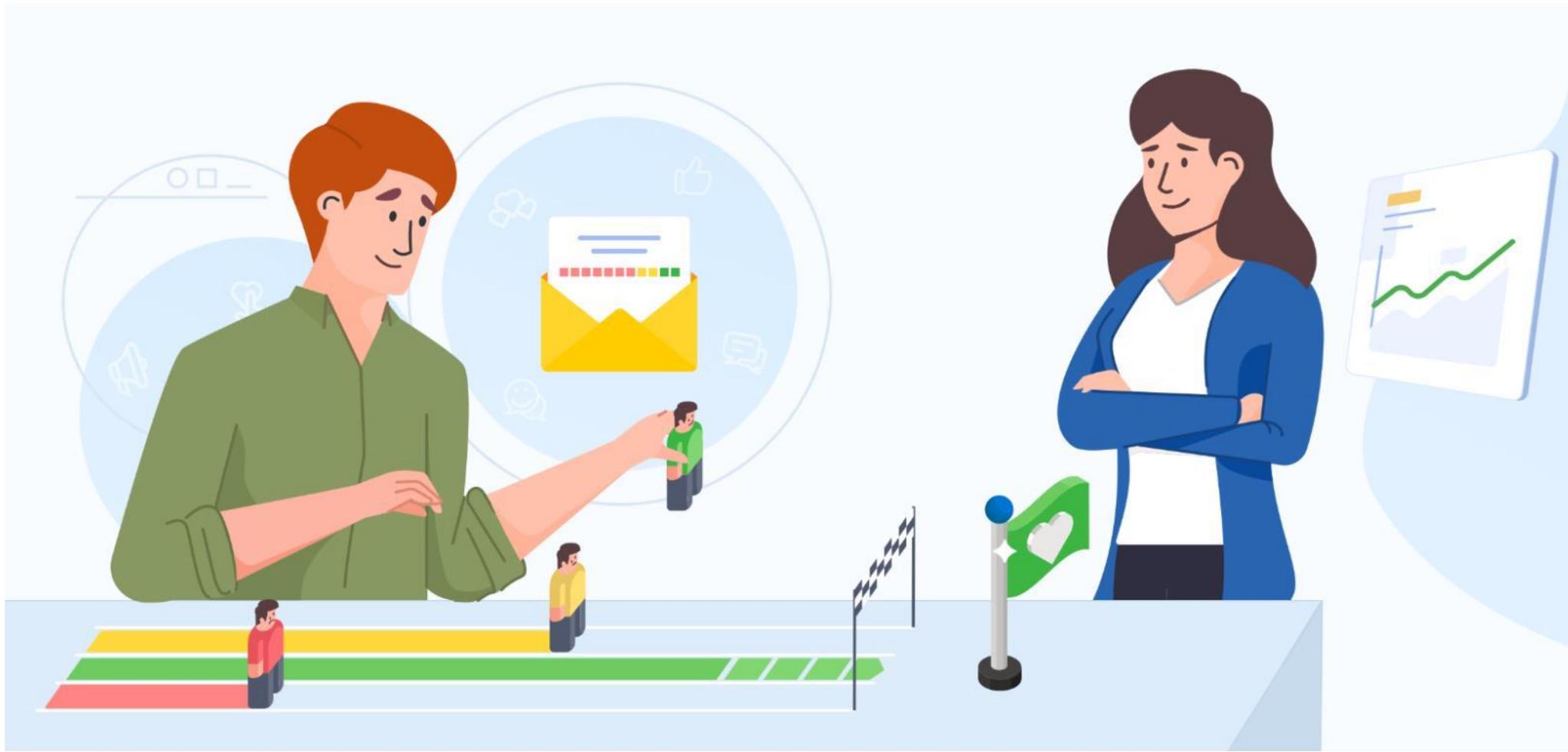


# Customer Service

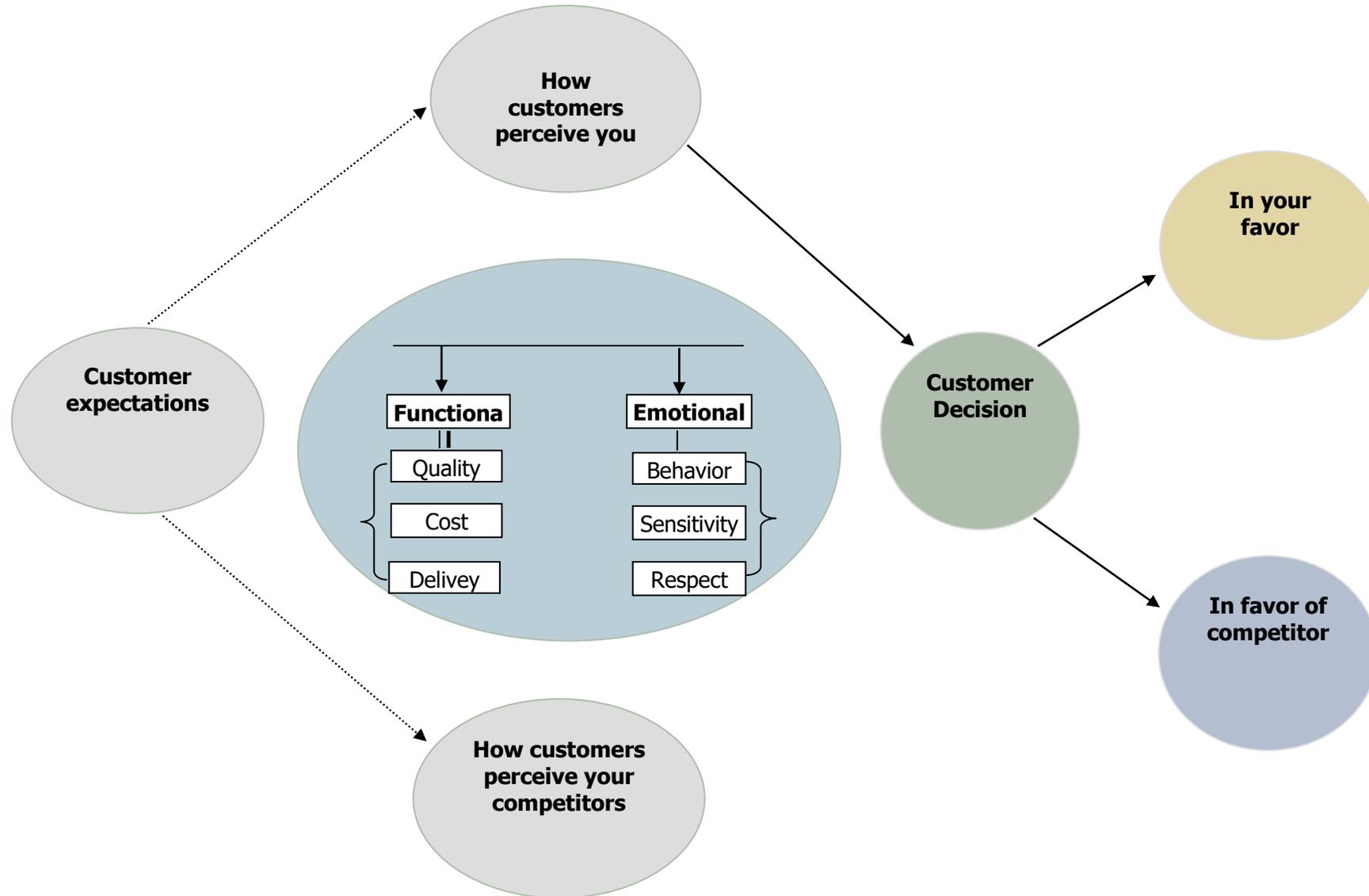


# What is Customer Service?

Customer service is the direct one-on-one interaction between a consumer making a purchase and a representative of the company that is selling it.

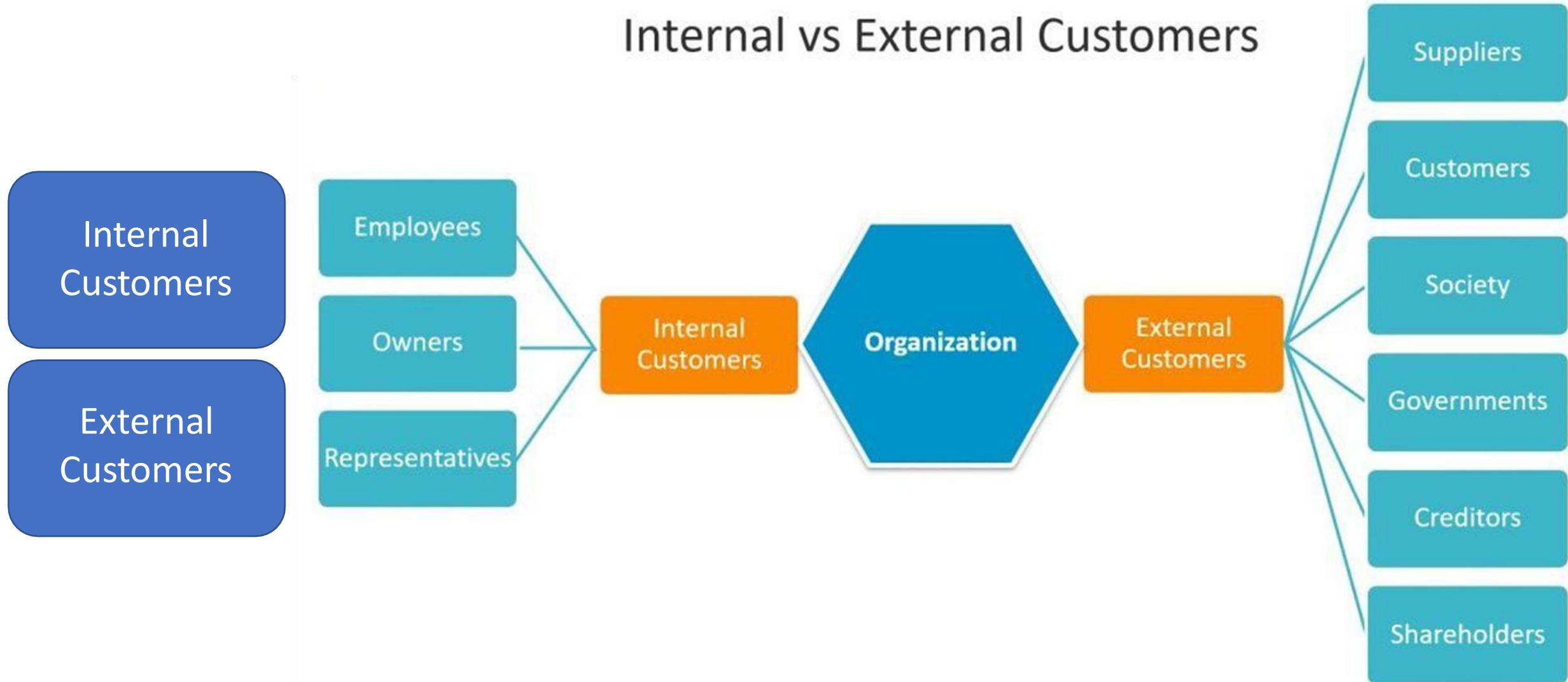


# Factors influencing customer expectations



# Types of Customers

## Internal vs External Customers



# Necessary Qualities for Customer Service

## Top 10 Soft Skills for Customer Service Jobs



Clear  
Communication



Listening  
Skills



Self-Control



Positive  
attitude



Assertiveness



Conflict  
Resolution



Empathy



Depersonalization



Taking  
Responsibility



A sense  
of humor



# How Important is Good Customer Service?



# Types of Customer Service Channels

Phone  
Calls

Mobile  
Messaging

Social  
Media

Email

Chat  
-bots

Self  
Service

# Components of Customer Handling



Never Forgot to take the  
Feedbacks and  
suggestions from your  
customers





*Thank  
you!*