

Graphic Organizer – Customer Service

Complete the graphic organizer with the appropriate information from the Customer Service online course. You will using these notes as a resource for the next activity.

Expanding World Markets and Customer Service is Critical	
Establishing Customer Service Best Practices	
Aspects of Customer Service	First Impressions – Ethics – Effective Communication-
Aspects of Customer Service (continued)	Building Relationships – Customer Complaints -

Name _____ Period _____ Date _____

Steps to Resolving Customer Complaints	
Taking Action	
Train Employees	
Social Media Presence	
Loyalty Programs	

Name _____ Period _____ Date _____

Steps	
Resource Partners	
Have a question?	