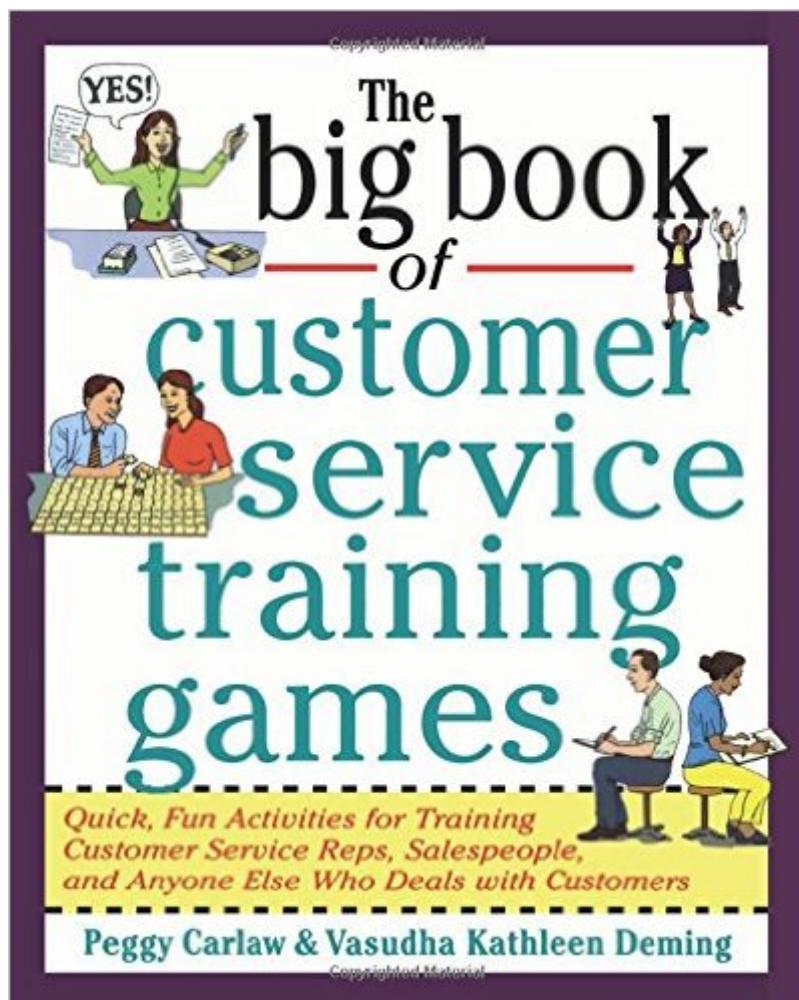


The book was found

The Big Book Of Customer Service Training Games (Big Book Series)



Synopsis

Help your employees to excel in dealing with the public with this stimulating, fun-filled collection of customer service training games. Designed not only to teach important skills but also to spark enthusiasm and a high level of involvement in the participants, these games utilize entertaining and instructive techniques such as role-playing, charades, brainstorming, and debate. As a result of these exercises, employees will learn how to create a rapport with the customer, how to focus on the unique needs of individual customers, how to maintain a positive attitude, and more.

Book Information

Series: Big Book Series

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Average Customer Review: 4.4 out of 5 starsÂ See all reviewsÂ (59 customer reviews)

Best Sellers Rank: #71,274 in Books (See Top 100 in Books) #54 inÂ Books > Business & Money > Management & Leadership > Training #78 inÂ Books > Business & Money > Small Business & Entrepreneurship > Marketing #97 inÂ Books > Business & Money > Marketing & Sales > Customer Service

Customer Reviews

As a corporate trainer, I'm constantly looking for ideas to "wake up" my students. I decided to get this book sight unseen on a whim (hey, the price was right!). Wow! I'm happy to say that this book has not only gotten students to wake up but to look forward to the next game! This book provides the instructions for the game, the scenario of when to use it, and if appropriate, handouts & overheads! Each game is timely and useful..... no fluff here! I'm now designing a 2 day training session with nothing but customer service games to prove that learning can be fun! You won't be disappointed in this one!

How can you inspire and rejuvenate your workforce? For supervisors who need to motivate their teams to provide excellent customer service, or for trainers in the workplace, this under-\$20 book

will be welcome. As a career counselor, I deal with people who are burned out and depressed by their work situations. By feeding clients manageable exercises that they can take back to work, I can see creativity born of empowerment that can make a difference. Even if/when they decide to change jobs, accomplishment in customer service are those which the new employer will want to hear about. Addressing the dynamics of employees dealing with both internal and external customers, there are many ten-minute exercises, appropriate for new employee orientation, warm-ups for staff meetings, or launches for all-day training times. Carlaw and Deming have done a fine job of providing practical hints and easy-to-reproduce hand-outs without overloading the reader with theory.

As a corporate trainer, I was asked to prepare a customer service training and didn't know quite where to begin. This book offers many good tips for creating a program and has several fun activities that reinforce the keys of good customer service. A bit basic at times, but overall: GREAT! Oh, and the price is right, too!

This book is filled with good games and workshop material for customer service training. It is organized well with each section including an activity, the purpose, materials, and discussion points. Professional Trainers of those who want to do training at their own company should buy this book.

This book will add an element of fun and education about customer service to any meeting. The games that the book can be applied to any service industry no matter how big or small. As customer service is an emphasis in my organization, this book provided me with a tool to reinforce every aspect of customer service to the people who are directly providing it. The book is simple to follow and allows for quick and easy activities. The objectives are clear and the activities are fun. I have put together 13 quick games that will be done at staff meetings and can be used with all departments. The big book of customer service training games is not just for new employees but can be revitalizing to all employees (no matter how long they have worked for you!).

When our company, Monarch Bay Software, needed tools for a "communication workshop", I came to to search through the numerous options. This book caught my attention. I based the entire workshop on the activities and discussion topics out of it. I was very impressed and the staff loved it. They are wanting to do something like this again!

This is hardly a "big book" of customer service; it's more like a cheesy, small book of stupidity. The "games" are described inaccurately with words such as "active, fun, high energy" (to paraphrase), when in fact the "games" are word searches, fill in the blanks, and other single user, paper and pencil, kindergarten level time wasters. The teacher or trainer is supposed to use certain pages for "overheads," whatever those are. I'm guessing this book is so old (and therefore so out of date) that overheads were something in use prior to the invention of the computer. Finally, the drawings are as immature and poorly rendered as the lack of thought, lack of creativity, and lack of usefulness that is characteristic of this entire book. I returned it, and regret that I have to pay return shipping charges; I am that dissatisfied with this purchase. If you really want a great CS book, get "Secret Service" by John DiJulius (founder of John Roberts Hair). That book is everything this book purports to be, and more. John is intelligent, observant, a great communicator, and he doesn't treat the trainer or the learner like a grammar school class. His book is 5 stars; this book is less than zero.

This book contains many easy-to-deliver games that really help a trainer to keep customer service (and sales) reps focussed on those things that really matter in the various phases of customer contact. Me as a fact-oriented consultant have no problem using the exercises and they help me to initiate discussion without having to "feed" the theory to the participants first. My personal favourite is the Tennis Shoe Alien game which is real fun and gives a different view of things we consider so "easy" and "basic" that we do not pay much attention to them anymore.

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