



STELLAR CUSTOMER SERVICE IS THE KEY TO PROVIDING A GREAT CUSTOMER EXPERIENCE

Customer Service Center Training

Chatterbox is a unique Waste Concept's program that improves your company's brand by developing your call center specialist's effectiveness on the phone.

These habits lead to a remarkable improvement in your customer's experience, sales volumes and account retention while improving the call center representative's self-esteem and job satisfaction.

- Providing your representatives with right tools
- Guidance and evaluation
- We strive to promote lasting habits

AS A MANAGER, WHAT DO I GET OUT OF THE PROGRAM?

- ✓ Customizable program with the ability to make changes at any time.
- ✓ Measurable results.
- ✓ Reduced turnover by setting your reps up for success.
- ✓ Having a partner in your business that cares about your success!



BASIC UNDERSTANDING

Our initial training sessions include:

- ✓ **Industry Education**
- ✓ **Call Etiquette**
- ✓ **Handling Difficult Customer Behavior**

Understanding the operational basics of your business is key to producing shorter calls, increase sales volume and satisfied customers. Repetitive training and evaluation will assure your call center personnel meet their monthly metrics and have up-to-date information on all new products and services.

IDENTIFY, CREATE & MEASURE

Identify The Baseline. Create A Plan. Measure The Improvement.

Through recorded customer interaction we approach situations one conversation at a time. Once we establish your company's goal and know what drives the representative's behavior we train accordingly.

Feedback from recorded conversations is critical for a thorough understanding of how the call center can improve. We measure improvement through monthly reviews. Allowing individuals to take ownership of their behavior empowers them to make changes to meet their goals and we incentivize accordingly.

FREQUENCY & CONSISTENCY

We schedule one-on-one sessions with a consistent message for each representative using a positive approach. New training modules are implemented with each session along with the recorded call counseling. Frequency is determined by measuring the success of the program with you, the customer.

Our goal is to create solid, easy to learn habits and reinforce a positive learning experience. This is what sets Waste Concepts apart from our competition.

Contact Us

4101 Airline Drive Houston, Texas 77022

Telephone : 832 317 3919

Web : www.wasteconcepts.com

