

**Soft-Train®**



*At Soft-Train  
Technology Works*

# What to Say to a Porcupine (1 Day)

**COURSE GOAL:** Learn Customer Service that keeps people coming back!

**PREREQUISITES:** None

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- The aspects to running a company with the best customer service.
- Discover better ways to greet customers.
- Learn how to handle difficult customers in a positive, constructive manner.

**KEY TOPICS:**

**I. The Basics:**

- A. Send in the Clowns
- B. Running with the Pack
- C. My Big Fat Greek Chorus
- D. Squawk!
- E. The Snipe Hunt

**II. On the Front Lines:**

- A. What to Say to a Porcupine
- B. Bear with Me
- C. Murphy's Law Practice
- D. Chilly Willy
- E. Focus on your customer

**III. R-E-S-P-E-C-T**

- A. The Knight Shift
- B. Piggies
- C. The Bee Line
- D. Going to the Dogs

**IV. Service Strategy**

- A. Shrink to Fit
- B. Sloth Is Not a Vice
- C. The Mopes
- D. By a Hare

**V. You and Your Service Team**

- A. Can I Help You?
- B. The Coach