**Customer Service - Assignment**

**Chapter Three: Verbal Communication Skills**

**Knowledge Check**

1: What are two key elements that can make your customer interactions more successful?

2: What are the 10 elements of the interpersonal communication model?

3: Which of the model elements is one of the most crucial in the two-way communication process?

4: For what does the PLAN acronym stand?

5: How can you plan for positive customer interactions?

6: What strategies can you use to let customers know they are important?

7: What can be done to positively address customer expectations?

8: How can you continue to nurture customer relationships?

9: In what ways can you positively provide verbal feedback?

10: What strategies can you use to communicate with your customers nonverbally?

11: What are global terms and why should you avoid them?

12: What is the goal of assertive communication?

**Review Questions**

1: As a customer service professional, what are some things you can do to project a positive image to the customer?

2: What element(s) of the interpersonal communication model do you believe are the most important in a customer service environment? Explain.

3: What are some strategies to use to avoid words or phrases that will negatively affect your relationship with your customer?

4: What are some of the tips outlined in this chapter for ensuring effective customer interactions?

5: What is feedback?

6: How can verbal feedback affect customer encounters?

7: Give some examples of nonverbal feedback and explain how they complement the verbal message and how they can affect customer interactions.

8: List at least five tips for providing positive feedback.