

**Short Description of the Presentation:**

One of the toughest jobs in any company is being the customer service representative. This presentation features a radio interview with Steve Coscia discussing all kinds of practical tips on how to be a more effective customer service representative.

**Tips to Be Prepared for Irate Customers**

**Techniques to Reduce Stress**

**Most Common Problems on the Phone**

**The Value of Melody in A Persons Voice**

**How To Prepare for the First Dreaded Morning Call**

**How to Respond to Upset Customers**

**What Upset People Really Want**

**Interview Questions When Hiring Customer Service Representatives**

