Customer Service Rep

Phone Tips

Be sure to:

1. **Introduce** yourself and Trustland Insurance
2. **Summarize** the conversation
3. **Thank** the caller



During the call:

* **Smile** and maintain a pleasant expression
* Be **positive** in your tone and language
* Use the **customer’s name**
* **Speak clearly** and use plain language
* **Listen** carefully without interrupting
* Be **sincere**, **courteous**, **personable**, **patient**, and **truthful**

*IMPROVE OUR CUSTOMER EXPERIENCE!*