



WORKSHOP
PEOPLE. SKILLS. BETTER SERVICE.

*Great Service
Creates Lasting
Connections*

Customer Service Toolkit

EQUIP. EMPOWER. EXCEL.

A practical toolkit to help you and your team deliver outstanding customer service, build stronger relationships, and create loyal customers.



*Happier
Customers
Brighter
Business*



WHAT YOU'LL LEARN



UNDERSTAND YOUR CUSTOMERS

Learn what customers need, expect, and value.



COMMUNICATION SKILLS

Use clear, positive, and empathetic communication.



PROBLEM SOLVING

Handle challenges with confidence and professionalism.



SERVICE EXCELLENCE

Deliver consistent, high-quality experiences.



BUILD LOYALTY

Turn satisfied customers into loyal advocates.

WHAT'S INSIDE



Training Guides
& Worksheets



Role-Play
Activities



Templates
& Checklists



Real-Life
Scenarios



Best Practice
Tips



Team Activities



Performance
Tracking Tools

“

*Great customer service
isn't a department,
it's everyone's job.*



BETTER
CUSTOMERS.



STRONGER
TEAMS.



BRIGHTER
BUSINESS.



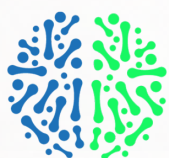
*People First.
Service Always.*



SERVICE TODAY.
LOYAL CUSTOMERS
TOMORROW.

*Service
Builds Bright Futures.*





PACIFIC
Training Solutions

PACIFIC TRAINING SOLUTIONS

CUSTOMER SERVICE TOOLKIT

Standards, scripts and tools for front line teams.

Great customer service isn't complicated — it's consistent. This toolkit gives your front line team clear standards, ready to use scripts, and a simple process for handling complaints well.

1 OUR SERVICE STANDARDS

- ☐ Greet every customer within a few seconds of them arriving
- ☐ Make eye contact and smile — every time, not just on good days
- ☐ Use the customer's name if you know it
- ☐ Know your products or services well enough to answer basic questions confidently
- ☐ Thank every customer, even if they didn't buy anything



2 SAMPLE SCRIPTS

GREETING

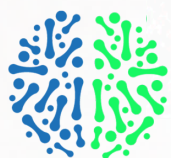
- "Good morning / afternoon, welcome! Let me know if there's anything I can help you find today."

HANDLING A COMPLAINT

- "Thank you for telling me — I'm sorry that happened. Let me see what I can do to fix this for you right now."

CLOSING / THANK YOU

- "Thank you so much for coming in today — we really appreciate your support. See you again soon!"



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3 HANDLING COMPLAINTS — THE LAST METHOD

1.



Listen — let the customer fully explain without interrupting

2.



Apologise — sincerely, even if the issue wasn't directly your fault

3.



Solve — fix what you can, right there, if it's within your authority

4.



Thank — thank them for raising it and giving you the chance to fix it

4 DAILY FRONT-OF-HOUSE CHECKLIST



Reception / service area is tidy and welcoming



Signage and pricing are clean, current and easy to read



Staff are in uniform and easily identifiable



Any customer feedback from yesterday has been actioned



How to Access the **Product Link**

Follow the simple steps below to access and customize the template with ease.



1



Click the Link

Click on the provided **Product Link** to open the template.



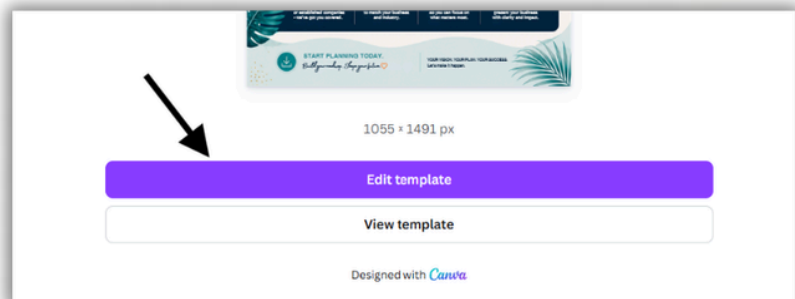
2



Click on

Edit Template

Once the template opens, click on the **Edit Template** button.

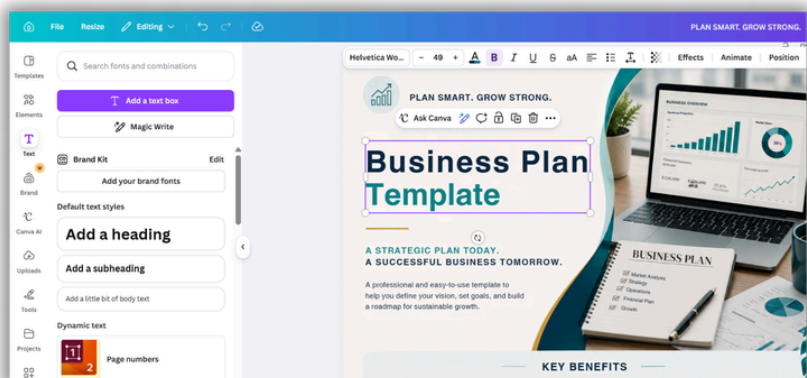


3



Edit the Template as you want

Customize the text, images, colors, and elements to make it your own.



Tip: Make sure you are signed in to save your changes.

Thank you!