

## 3 Customer Service Tips when Working Remotely

Written by: Kirsten Killion | April 10, 2020



Customer service is the backbone of business and has a direct correlation to sales, repeat customers, and retention. With so many companies allowing people to work remotely for the first time, it is important to maintain the same level of customer service. Communicating with customers via phone or email presents certain challenges that workers may not be prepared for. Here are some tips to help maintain high levels of customer service through while telecommuting.

### **1. Speak clearly and concisely**

When communicating via phone or email, it is important to ensure that the customer understands all of the information you are trying to deliver. When speaking on the phone, be sure to use a clear speaking voice that is easy to understand. It is also important to try and deliver the information in a concise manner. Preparing for the call is a great way to get your thoughts together so you are able to give the information necessary in an easy to understand way.

### **2. Check your tone of voice**

While preparing what you are going to say is important, it is also very important to think about your tone in both emails and phone calls. A lot of how a person interprets your

emotions in these communications is through your verbal tone. If your tone sounds bored, rude, or sarcastic, the customer will be able to tell. Because this is one of the major factors in telecommunication, it is very important to keep your tone professional and friendly to ensure excellent customer service.

### **3. Use alternatives to non-verbal cues**

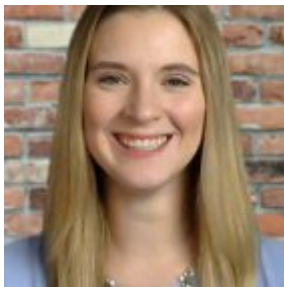
When communicating with customers, body language is very important. People usually use the nod of a head, a smile, or a number of different non-verbal cues to communicate effectively. With telecommuting, these cues are unusable, so you must be sure to communicate everything you are trying to say verbally. This lends back to the first two tips of making sure you are speaking clearly and having a positive and professional tone of voice to ensure the customer understands the information you are sharing.

#### **Article used:**

<https://englishwithkirsty.com/2015/04/20/10-tips-for-effective-communication-on-the-telephone/>

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## **About the Author**



### **Kirsten Killion**

Kirsten joined the ICPM staff in June 2018. She holds a BA degree from Christopher Newport University in Sociology and graduated from the President's Leadership Program with a minor in Leadership. She has an extensive customer service background and serves as the Certification Specialist at ICPM. She serves as the main point of contact for customer inquiries and customer service. She is also responsible for processing recertification, order fulfillment, processing applications, and grading exams.