



10 Top Customer Service Games

The 10 complete games in 10 Top Customer Service Games are ready to go – all the materials are included for up to 12 players for each game – game cards, dice, wheel spinner, counters, players' and facilitator's instructions. There are timings and applications grids, and suggestions for using the games from 'mini' sessions to a 2-day course.

Key learning points:

- Interact with both internal and external customers using any medium they choose to use; Face to face; Telephone; Letter; E-mail
- Clarify the skills involved in delivering customer service
- Understand the benefits of giving great customer service
- Remove internal barriers to the service your organisation provides
- Become acutely aware of all the signals given off by customers
- Adopt appropriate behaviour dependent upon the mood of your individual customers
- Build questioning skills to discover the customer's needs and desires
- Use positive, compelling and powerful words to win yourself a hearing
- Order your conversation to guide your customers to a positive conclusion
- Use storytelling to paint exciting and vivid pictures

Game 1: Skills Bingo (60 minutes)

A traditional game of bingo in which players mark customer service skills on their cards – but only after they've convinced their colleagues that they can use that particular skill.

Contents: Facilitator's instruction card; Caller's sheet; Bingo cards; Bingo word cards and bag; Dry-wipe pens; Help cards.

Game 2: Pieces of the Picture (65 minutes)

Players use questioning and listening skills to piece together diverse information.

Contents: Facilitator's and players' instruction cards; Information cards; Find out cards; Paper and pens; Help cards.

Game 3: Stick or Twist? (65 minutes)

Players learn to take ownership and to use their initiative when solving customer dilemmas.

Contents: Facilitator's and players' instruction cards; Stick or Twist cards; Egg timer; Help cards.

Game 4: Steeplechase (40 minutes)

A fast moving game that encourages players to recognise some of the everyday things that can get in the way of great customer service, and what they can do to overcome them.

Contents: Facilitator's and players' instruction cards; Steeplechase game board; Counters; Spot dice and cup; Help cards.

Game 5: Perfect Fit (30 minutes)

A trading game to identify the behaviour of customers and adopt an appropriate response.

Contents: Facilitator's and players' instruction cards; Customer emotion cards; Their behaviour cards; Your behaviour cards; Help cards.

Game 6: Service Sort (40 minutes)

Teams compete to sort facts about customer service into order.

Contents: Facilitator's instruction cards; Service sort ladders; Service statistics cards; Blu-tack®; Help cards.

Game 7: Question Time (35 minutes)

A team game to highlight the power of really good questions.

Contents: Facilitator's and players' instruction cards; Question posters; Question cards; Question dice; Blu-tack®; Help cards.

Game 8: Tell Tale (60 minutes)

A team game about the power of storytelling as a means of creating customer satisfaction.

Contents: Facilitator's and players' instruction cards; Word searches; Egg timer; Notepads and pens; Help cards.

Game 9: Matchmaker (30 minutes)

A game of memory and observation about customer behaviour, enabling players to recognise signals that will help them provide great customer service. Contents: Facilitator's and players' instruction cards; Matchmaker cards; Help cards.

Game 10: In a Spin (60 minutes)

A game of chance and skill that challenges players to make and find words that are powerful, positive and effective in conversations with customers. Contents: Facilitator's and players' instruction cards; Wheel game board and spinner; Notepads and pens; Blu-tack®; Help cards.

Complete box set of all ten games: £497.00 (excludes VAT & Delivery).

<i>Theme finder</i>	1	2	3	4	5	6	7	8	9	10
Barriers to good service				X						
Benefits of great service						X				
Benefits to the customer								X		
Buying signals									X	
Choices for customer service staff	X		X	X	X					
Customer behaviour					X					
Customer needs		X					X			
Customer service skills	X				X					
Language	X							X		X
Listening skills		X								
Problem solving for customers			X	X						
Questioning skills	X	X					X			
Recognising signals from customers					X				X	
Team working			X							

To Order please contact

IOL (UK) Limited

t: 01884 821870

f: 01884 829168

email: info@iol-uk.co.uk

www.iol-uk.co.uk