



# CUSTOMER SERVICE WEBINAR SERIES

PRESENTED BY THE GLOBAL SERVICE COMMITTEE

## Customer Service Best Practices: What is the profile of the New Service Engineer & Soft Skills for Customer Service

11:00 am  
February 11, 2010

For the voice portion of this webinar  
follow the registration instructions  
and dial 1-800-348-8540

Attendee Code - 795418

The slides and a recording of this  
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AMT-The Association For Manufacturing Technology

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Regional Service Manager  
Agie Charmilles

# Key Event Sponsored by the Global Service Committee



## Customer Service & Support Conference

April 15-16, 2010

Nashville, TN

Registration is now open:

<http://AMTonline.org/calendar/customerserviceandsupportconference2010.htm>

# Featured Presenters



Mr. Marty Zaccardo  
Regional Service Manager  
Agie Charmilles



Mr. Matt Lane  
Field Service Manager  
Control Gaging, Inc.

# Customer Service Best Practices: *What is the Profile of the New Service Engineer*

Marty Zaccardo

Regional Service Manager

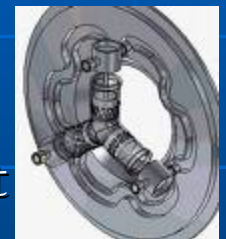
Agie Charmilles

# What is the Profile of the New Service Engineer



## ■ The New Service Engineer must have good skills

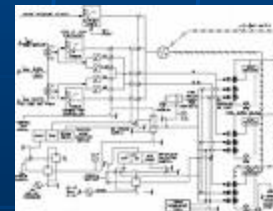
➤ Mechanical Knowledge and the ability to read mechanical drawings



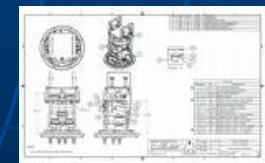
➤ Electrical knowledge and the ability to trouble shoot from electrical schematics and identify components



➤ Electronics knowledge



➤ Computer Skills



➤ Good Common sense

# What is the Profile of the New Service Engineer

## ■ Experience

- Must have machine repair field experience (years ?)
- Ability to “Fix” the customer as well as his machine
- Must be willing to travel
- Flexibility
- Adaptability

# What is the Profile of the New Service Engineer

- Initiative and Self Motivations

- Ability to complete the work and keep with the schedule
- Ability to sell the service.

# What is the Profile of the New Service Engineer

## ■ Good Customer service skills



### ➤ Communicator

- ✓ Communicate with the customer before and after the service is complete
- ✓ Follow up
- ✓ With technical support
- ✓ scheduling
- ✓ With management

# What is the Profile of the New Service Engineer

- Good Customer service skills

- Punctual

- Neat and organized

- ✓ Tool kit

- ✓ Paper work

- ✓ Appearance, good company representation

- ✓ Housekeeping

# What is the Profile of the New Service Engineer

## ■ Training

- Must be versatile to train on all company products
- Good note taker
- Motivated
- Passing score on company issued training tests

# What is the Profile of the New Service Engineer

## ■ Follows Company Policies

Travel best for the customer and company

- Air
- Hotel
- Car Rental

Follows and adheres to Safety Policies

- Customers
- Company

# Customer Service Best Practices: Soft Skills for Customer Service

Matt Lane

Field Service Manager

Control Gaging

# What are soft skills?

- Soft skills, sometimes known as "people skills," are personal attributes that enhance an individual's interactions, job performance and career advancement prospects. Unlike hard skills, which tend to be specific to a certain type of task or activity, soft skills are broadly applicable.

# Why are they important?

- While your technical skills may get you in the door, your people skills are what keeps the door open for years to come. Your work ethic, your attitude, your communication skills, your emotional intelligence are the soft skills that are crucial for improving customer relations.

# Communication

## Face to Face

- Listening
- Body language
- Always Be honest and straightforward

# Communication

## Written

- Keep it simple and to the point
- Write as you talk
- Edit and proofread

# Interpersonal Skills

- See it from their side
- Appreciation
- Always be positive

# Rapport Building & Networking

- Like People
- Know a Little about a lot of things
- Maintain contact

# Leadership

- Goal Driven
- Organization
- Management

# Personal Values

- Honesty & Integrity
- Work Ethic
- Dependability
- Loyalty



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## Q & A

### MARK YOUR CALENDARS:

40<sup>th</sup> Customer Service & Support Conference

April 15-16, 2010 – Nashville, TN

( Register at <http://AMTonline.org/calendar/customerserviceandsupportconference2010.htm>)