

We An-Ser Communications Provides List of Top Customer Service Skills

Many businesses do not know which qualities to look for in applicants when hiring for customer service positions.

REGINA, SK, CANADA, March 17, 2015 / EINPresswire.com/ -- Many businesses do not know which qualities to look for in applicants when hiring for [customer service](#) positions. [We An-Ser Communications](#) Group provides a list of skills that every agent should regardless of the industry they are working in.

Patience should top any list, not only when dealing with an angry, upset customer but on a daily basis. Agents can get used to focusing on providing fast customer service that they forget to take the time to listen to the person's needs and understand exactly what they are saying. Being patient when talking to a customer to provide exceptional service is even more important than providing fast service.

Part of being patient is being attentive. Of We An-Ser Communications recommends repeating information back to the customer to ensure that the agent heard the information correctly. "Our

“

Our agents focus on getting information right the first time, which is really important in industries where time is of the essence.”

Ashley Maszaros

agents focus on getting information right the first time, which is really important in industries where time is of the essence," says Ashley Maszaros, owner of We An-Ser Communications. We An-Ser Communications works with companies in medical industries as well as those out on remote job sites.

Another important trait that businesses should look for when hiring a customer service representative is someone who can resolve the problem quickly. While they should

take the time to find out the problem, resolution should not be slow in coming. This entails having a clear knowledge of company policies and expectations as well as who to go to in difficult situations. We An-Ser Communications has trained staff with experience working with specific industries, giving them an advantage when dealing with customers. The company also



We An-Ser Communications provides award winning call center services in Calgary, dispatching, medical answering services, man down services, lone worker support, wireless panic services and more. They service the North American market.

ensures that it has a clear plan on who to contact within the business when the issue is nonstandard.

A customer service representative must maintain a sense of professionalism and calmness at all times. While he or she may not be able to resolve every issue to the customer's satisfaction or answer every question, the representative must remember that he or she is representing the company and present it in a positive light.

New businesses and small organizations may have difficulty finding the best customer service representative that meet these qualifications. In many cases, it is more advantageous for these businesses to outsource the customer service aspect of the company to trained professionals. They have more training and more experience working with customers from all walks of life.

An organization doesn't want to trust its [customer service department](#) with just any company. It should be a company that has experience working in the industry. The staff should be well-trained with experience handling the most difficult requests and complaints. Everyone should be professional and respectful to the customers. The organization is no longer presenting itself to the customer but representing the business that it partnered with.

A company outsourcing its customer service tasks to another organization should be confident that the customers are getting the best service. It is important to research the companies that provide outside customer service help to find the one that is best qualified to represent the company.

Press release courtesy of Online PR Media: <http://bit.ly/1BNk7UO>

Ashley Meszaros
We An-Ser Communications
866-401-5422
[email us here](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/255273087>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2023 Newsmatics Inc. All Right Reserved.