


## INSTRUCTIONS

 Remember to invite the Spirit to help you learn.

Following the BYU-Idaho Learning Model:

- **Prepare:** Study the corresponding material included on the [Customer Service Training](#) webpage for each principle listed below. Spend at least 30 minutes thoroughly studying each principle.
- **Teach One Another:** Teach each principle to an individual or group. This should take 10-15 minutes per principle, but may go longer if required by an individual's supervisor; e.g. in a training meeting.
- **Ponder and Prove:** Reflect on each principle (ask yourself, "what does this principle have to do with customer service and what do I need to do better") and set an improvement goal. Share this goal with your supervisor. Then, complete the improvement goal.

Initial and date the corresponding column on the spreadsheet found below when each section is complete. Email a copy of the completed form to [training@byui.edu](mailto:training@byui.edu) to receive a certificate of completion. (You may also send a hard-copy of the completed form through campus mail to Human Resources, 226 Kimball, zip +1670.)

Basic Principles of Customer Service	Prepare	Teach One Another	Ponder and Prove
Accountability			
Attitude			
Communication			
Courtesy and Kindness			
Exceeding Expectations (Going the "Extra Mile")			
Proactivity (Act vs. Being Acted Upon)			
Professionalism			
Working with Difficult Customers			
Telephone Etiquette			
Email Etiquette			

## Helpful Hints:

- Even if you do not complete the entire certification course, you can still study any of these principles and work to improve your customer service skills.
- If you are not currently employed on campus, you may still complete the certification course. In the place of a supervisor, work with an appropriate mentor of your choice.

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Employee/Student Name and I#

\_\_\_\_\_  
Department Name (If Applicable)

\_\_\_\_\_  
Employee/Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date