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## The Big Book of Customer Service Training Games (Big Book Series)

*Peggy Carlaw, Vasudha K. Deming*  
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**Peggy Carlaw, Vasudha K. Deming : The Big Book of Customer Service Training Games (Big Book Series)** before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Big Book of Customer Service Training Games (Big Book Series):

0 of 0 people found the following review helpful. ExcellentBy Reno5BlingThis is a classic! I like all of "The big book..." series. I am a seasoned corporate trainer, but sometimes will refer to this book when I am mentoring new trainers or if I am looking to do something different. The only reason I am not giving 5 stars is because sometimes it is hard to find exactly what I am looking for in the book.0 of 0 people found the following review helpful. Some good ideas, worth the buy!By Carolina GirlGreat ideas... tried an few and they went over well. Modified some for our business environment. Worth the buy and the read!5 of 5 people found the following review helpful. Some good ideasBy Monty RaineyI've gotten some great ideas from THE BIG BOOK OF CUSTOMER TRAINING GAMES and

this book is a great way to liven up your next meeting. As the subtitle states, the games are quick and fun activities for all customer facing employees. I would have rated this book higher but for two small shortcomings. 1) Some of the game descriptions need to be expanded. It would be helpful to have more detailed instructions on what the authors are wanted to accomplish. 2) Since the book contains numerous "Handouts" that need to be reproduced, it would be helpful if they were in an 8.5 x 11 format or even a standard 6x9 format that could be reproduced on an 8.5 x 11 sheet of paper instead of the rather awkward 9 x 7. I know that sounds like a petty thing, but to me if you're going to publish a book, do it right. Make it conducive to fulfilling your readers' needs. I tried a handful of games outlined at my last meeting and they were all greeted with great success. Again, due to the lack of detail, some of the games took a few minutes to iron out the rough edges and organize everyone, but once we got things rolling, it added a lot of fun to the meeting and proved to be some very good "after lunch, when everyone wanted to take a nap" activities. I'll definitely turn to the book in the future. If you're looking for some fun ways to spice up your meetings, start here. There are fifty games outlined here. You're bound to find a few that you can easily apply to your customer service training.

Help your employees to excel in dealing with the public with this stimulating, fun-filled collection of customer service training games. Designed not only to teach important skills but also to spark enthusiasm and a high level of involvement in the participants, these games utilize entertaining and instructive techniques such as role-playing, charades, brainstorming, and debate. As a result of these exercises, employees will learn how to create a rapport with the customer, how to focus on the unique needs of individual customers, how to maintain a positive attitude, and more.

From the Back Cover Supervisors and trainers: turn your customer service reps into your company's biggest asset! Because they're out there dealing with the public, frontline workers such as customer service representatives, salespeople, and technicians have the capacity to make a company look very bad...or very good. With the help of this creative collection of training games, you can be sure that your employees can be counted on to give your company a good reputation--employees who...know how to create a rapport with the customer or client; recognize and respond for the needs of every customer; go beyond the expected; bring enthusiasm and a love of what they do to the job. These easy-to-use games take just 15-30 minutes and include reproducible handouts and worksheets. You can use them either to enliven traditional customer service training programs or to add a training component to a regular staff meeting. Customer service training games will help your frontline service workers keep a positive attitude at all times; speak and communicate clearly, both on the telephone and face-to-face; deal with difficult customers, and much more. About the Author Peggy Carlaw is the founder and president of Impact Learning Systems International, a training and consulting company based in California. Vashuda Kathleen Deming is an instructional designer and training consultant specializing in customer service and technical support.