

Delivery Drivers Professional Online Customer Service & Teamwork Course

Personal & Professional Development

Course Description:

The Delivery Drivers Professional Customer Service and Teamwork course is a complementary class that works in conjunction with the Excel Inside Sales Personnel and Professional Development Course. This customized course enables Delivery Drivers to complete a personal self-evaluation to identify their individual strengths and areas of opportunity to improve. This supports not only the customer but also the efforts of the inside and outside sales teams. Key areas such as attitude, teamwork, communication skills, organization skills, image, creating a positive impression and best practices when delivery parts are addressed in this online course.

Training Objectives:

- Understanding how important their role is within the company
- Being aware of the impact Delivery Drivers can have on customer support and loyalty
- Develop and maintain a positive attitude
- Create a friendly experience with both customers and co-workers
- Best practices in delivery skills
- Enhance organizational processes
- Maximize co-worker and customer relationships
- Create a distinct advantage over the competition
- Enhance overall customer service skills to ultimately create happy, long lasting and loyal customers

Who Should Attend:

Store Managers, Assistant Managers and Delivery Drivers

Training Steps:

Each module consists of the following:



The participant will be able to:

- Evaluate their current personal and professional skills
- Learn how to maintain a positive attitude
- Improve communication skills
- Understand how to handle difficult customers and complaints
- Learn how to project a professional image
- Support outside and inside sales through professional service
- Understand the significant role of delivery drivers
- Develop a personal and professional plan to achieve goals

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Topics Covered:

Module 1: Creating Positive Teamwork and Customer Relationships

- Recognizing that your role is critical to the overall success of the organization
- Techniques on how to develop a positive attitude
- Benefits of creating a positive attitude within the company
- Techniques to overcome barriers that effect attitude
- Communicating with co-workers and managers
- Being a team player - embracing change
- Treating co-workers with respect, avoiding placing blame and criticizing others
- Understanding the impact that my attitude has on others
- Dealing with difficult people and solving customer complaints
- Goal setting

Module 2: Organizational Skills and Techniques

- Planning best practices
- Importance of being through when managing tasks
- Importance of managing task thoroughly and practicing neat handwriting
- Punctuality
- Catch the unnecessary time traps
- Plan efficient travel routes
- Planning techniques to ensure accurate and timely deliveries
- Best practices for managing returns
- Goal setting
- Maximizing organizational skills to enhance productivity efficiency and profitability

Module 3: Creating a Positive Experience When Delivering Products

- Being friendly and demonstrating a positive demeanor
- Aware of the environment and the current situation
- Be thorough and follow policies when delivering parts
- Drive cautiously
- Have a clean vehicle
- Awareness of the customers time and how valuable it is – Time is money...
- Follow customer procedures when receiving parts Ex: Signatures, Parts drop off location
- Take notes – write things down when asked to follow up on any customer inquires
- Awareness of our image and maintaining professional appearance
- Always thank customers for their orders (business)
- Goal setting

Module 4: Effective Communication and Positive Impressions

- Being friendly, upbeat smiling, being polite, and courteous
- Treat our store visitors as guests - Quick greeting, within 10 seconds – ALWAYS
- Being well-groomed and be aware of your body language
- Be aware of the customers mood, behavior and body language
- Building rapport, create appropriate conversations and use proper manners
- Effective listening skills
- Using people's names
- Goal setting