

Maintaining Professionalism and Customer Service



Overcoming Objections

- Transcripts/Diploma – Release to potential employer? Anything else?
- Payment plans
- Registration
- Cleaning up credit report



Cursing and Yelling

- Who gets to do it? Who starts?
- When to terminate a call
- How to terminate a call
- Ranking their use of curse words (1-10 scale)



Transfer a call

- Manager/Supervisor
- Colleague
- Other Departments
 - Financial Aid
 - Registrar
 - Admissions
 - Student Accounts
- President's Office



Parents

- FERPA
- Authorization
- Yelling/Threatening
- They pay the bill
- 3-way call with student





Thank you

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