

15 Customer Service Training Games

**Customer Feedback Role
Play**

Feedback Circle

**Positive Language
Training**

The Telephone Game

Service Charades

Speed Networking

Mystery Shopper

**Customer Service
Escape Room**

Role-Playing Scenarios

**Time Management
Challenge**

**Complaint Resolution
Relay**

The Customer's Shoes

Empathy Mapping

**Customer Service
Jeopardy**



Fun Customer Service Exercises

Michal Rosen-Zvi



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