

Customer Service Skills

The “Customer Service Skills” training empowers delegates ...

Outcomes

- To understand service excellence
- To understand the importance of excellent customer service
- To acquire the skills to serve customers efficiently
- To understand the relationship between customer service and the corporate image of the company
- To communicate effectively with customers, also on the telephone.

Who should attend?	Duration
<ul style="list-style-type: none"> • Employees that deal with customers • Front desk employees • PA’s, Secretaries, Receptionists • Marketing people • Any person in your company that serves customers. 	<ul style="list-style-type: none"> • Three days.

Training Content

Module 1: Defining Service Excellence

This module explains:

- My role in serving customers
- Interesting facts about customer service

Module 2: Customer service drivers

This module explains:

- Values
- Batho Pele
- Guidelines for handling complaints
- How to improve service standards?
- How to appreciate and portray the corporate image to customers.

Module 3: Defining customers

This module explains:

- What a customer is?

- The difference between internal and external customers
- How to handle moments of truth in dealing with customers?
- How to create loyal customers?
- Deadly sins in dealing with customers that should be avoided
- What customers cherish?

Module 4: Telephone etiquette

This module explains:

- Why telephone etiquette is important?
- How to create the right impression?
- Interaction with the caller
- Dealing with incoming calls
- Dealing with outgoing calls.