

Customer Service Training

Improving Their Overall Experience

This workshop is for any employee who deals with the public or who serves those who do deal with the public. Customer service skills can increase your value to your company and advance your career at the same time.

Workshop Benefits:

- Clearly identify how you can become for effective in dealing with customers.
- Identify opportunities within the scope of your authority for dealing effectively with others.
- Identify the criteria for fair and responsible response to all customers.

What Will Be Discussed?

- ✓ Learning Objectives
- ✓ Defining Customer Service
- ✓ Meeting Expectations
- ✓ Setting Goals & Targets
- ✓ Communication Skills for Excellent Customer Service
- ✓ Fundamental Techniques for Handling People
- ✓ Tools for Dealing with Difficult People
- ✓ The Problem Solving Process
- ✓ Seven Steps to Customer Problem Solving
- ✓ Resolving Conflict
- ✓ Service Pride is a Team Effort
- ✓ De-stress Options You Can Use Right Now
- ✓ A Personal Action Plan

