



Customer Service Course Outline

If you want your company to succeed in business it is essential to remember that good Customer Service is one of the most important parts of any business or organization. Providing the best Customer Service to your Clients is what can put your company above the rest and to give you that competitive edge against your competitors. It is necessary to constantly develop, fine tune and introduce better service strategies that will enable the business to stay ahead and for you to retain your customers.

This day workshop will help your staff learn and understand the concepts of good Customer Service, the reasons why Customer service is so important and techniques and methods for improving and achieving the highest standard of Customer Service for your business or organisation.

What Will Students Learn?

- Demonstrate a customer service approach
- Demonstrate knowledge of actually what is Customer service
- Demonstrate how to build a customer friendly environment
- Understand how your own behavior affects the behavior of others
- Demonstrate confidence and skill as a problem solver
- Apply techniques to deal with difficult customers
- Make a choice to provide customer service

What Topics are Covered?

- What is customer service? Who are your customers?
- Meeting expectations
- Setting goals
- Communication skills and telephone techniques
- Dealing with difficult customers and people
- Solving customers problems
- Dealing with challenges assertively
- Creating that good first impression
- Dealing with your own issues and stress
- Making customer service a team effort

What's Included?

- Instruction by an expert facilitator
- Small, interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

