

Customer Service Skills

Training Course **Customer Service Skills**

Course Language **English**

Course Duration Total Number of hours: 18

Course Objectives

By the end of this workshop, you should be able to:

- State what customer service means in relation to all your customers, both internal and external
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build good will through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

Course Content

Course Key Topic Area Includes:

- Module 1 : Introduction
- Module 2 : Who We Are and What We Do
- Module 3 : Customer service attitude
- Module 4 : Identifying and addressing customer needs
- Module 5 : Customer engagement and retention
- Module 6 : Face-to-face and virtual customer service
- Module 7 : Establishing customer centricity
- Module 8 : Managing customer experience
- Module 9 : Recovering Difficult Customers
- Module 10 : Verbal and non-verbal customer communication
- Module 11: Closure

Learning Outcomes

At the end of the program the trainees will be able to:

- Dealing effectively with all customers, both internal and external
- Demonstrating the proper attitude
- Identifying customers' needs and generating return business
- Building good will through in-person customer service
- Providing outstanding customer service over the phone
- Connecting with customers through online tools
- Handling difficult customers and building long term relations

Target Audience

The workshop should help organizational members (primarily middle and senior management) who want to enhance their existing customer service skills.

**Course Material
/Technology used/
Details Relevant
to the course.**

Blended training methods will include:

- Explanations
- Demonstrations
- Asking questions and discussions
- Practical actions to include Mini cases, Role play, Team activities, Brainstorming and Visual critical thinking using LEGO serious play.