



Customer Service

One Day, 9am – 5pm

Achieving Excellence in Customer Service

Ideal Attendees

- Executives
- Managers
- Salespeople
- Customer Service Representatives
- Professionals who work as Technical Support, Hot Line, or Help Desk
- Professionals who work on a Team
- Operators, Receptionists, Administrative, or Sales Assistants
- Everyone in a Customer Focused Organization

Course Objectives

- Appreciate how customer service efforts impact company profits;
- Understand that internal customer service is just as critical as external customer service;
- Prioritize and focus on the top expectations of customers;
- Identify one's own personality style and the personality styles of customers;
- Apply personality knowledge to communicate more effectively with customers;
- Have influence in the organization by documenting customer concerns;
- Make better choices to improve attitude;
- Develop a personalized strategy for improving listening skills;
- Choose vocabulary that is calming and persuasive;
- Refer to a recovery system for turning angry customers into happy repeat customers;
- Practice a four steps system for maintaining professionalism and composure when dealing with irate customers.

Course Length

- Two Days

Course Outline Highlights

- Defining the service factor
- Elements of excellent service
- Qualities of a service provider
- Internal / External Customer Concept
- Personality types in people
- Achieving service standards
- Sins of customer service
- The service process