



Customer Service

Our Customers, internal and external need to feel special if we want to continue working with them and have them act as our advocates. On completion of this course delegates will understand the importance of high-quality customer service and be ready to implement it.

Module 1 Introduction to Customer Service

- Overview of the importance of customer service in business
- Characteristics of good customer service representatives
- Setting the tone with a positive attitude

Module 2 Communication Skills

- Active listening techniques paraphrasing, open-ended questions
- Speaking clearly and professionally
- Adjusting communication for different personalities

Module 3 Handling Difficult Situations

- Remaining calm under pressure
- De-escalating angry customers
- Turning complaints into opportunities
- Empathizing without taking things personally

Module 4 Exceeding Customer Expectations

- Going above and beyond to delight customers
- Anticipating needs and providing solutions
- Managing customer expectations through communication
- Empowering employees to resolve issues promptly

Module 5 Role Playing Exercises

- Practicing communication techniques through scenarios
- Giving and receiving feedback on customer service skills

Module 6 Wrap Up and Action Planning

- Q&A and discussion
- Review key learnings and takeaways
- Creating an action plan