

Customer Service Skills

This one day course is for people on the front line of customer service, whether face to face or over the phone. The training is designed to help you handle difficult customers and situations and to make the most of every customer contact.

The course will give you the skills to develop customer loyalty and teach you how to take care of yourself and feel confident in any customer situation.



Customer Service Course Objectives:

- Defining Good Customer Service
- What Customer Service Skills do you Already Have?
- Dealing with Difficult, Rude or Indifferent Customers
- Achieving Real Excellence in Customer Service
- Advanced Listening and Responding Skills
- Make the Customers Point of View Work for you
- Developing New Customer Relationships
- Caring for Yourself as well as your Customers
- Handling Complaints with Empathy and Efficiency
- Gaining Confidence in your Customer Service Role

Where do you go from here?

