

Customer Service: Delivering Great Customer Service (Part 1) Course Outline

Duration: 3 Hours

Course Description: This course is designed for anyone involved in customer service, especially face to face with customers. This session is also ideal for managers of customer service teams.

Pre-requisites: Attendees should work in a customer service environment.

What will it cover?

- The importance of customer service
 - The customer journey
 - The impact of good customer service on business results
 - The lifetime value of a customer
- Positive 1st impressions
- The power of listening
- Effective communication
 - Words, tone and body language
 - Use of the telephone
 - Positive language
- Consistent service delivery
 - Meeting and exceeding customer expectations
- Avoiding customer problems
 - Why we need to handle customer concerns
 - The art of service recovery