



Customer Service Skills

Training Course	Customer Service Skills
Course Language	English
Course Duration	Total Number of hours : 18 hours . 8 am – 2pm
Course Objectives	<p>By the end of this workshop, you should be able to:</p> <ul style="list-style-type: none"> 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	<p>Course Key Topic Area Includes:</p> <ul style="list-style-type: none"> 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

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

Classic training methods including

- Explanations
- Demonstrations
- Asking questions and discussions
- Practical actions:
 - Mini cases
 - Role play
 - Team activities
 - Brainstorming
 - Visual critical thinking using LEGO serious play methodology