

Fundamentals of Customer Service Business Skills

Course Length: 1-day (8:30am – 4:30pm)

Course Cost: \$300+ GST

Course Description

This course will give you the foundation to become a leader in customer service. You will explore guidelines and best practices for providing excellent customer service that will enable you and your team of frontline associates the ability to build, maintain, and increase a loyal customer base.

Performance-Based Objectives

Upon successful completion of this course, you will be able to:

- ✓ Recognize the importance of delivering excellent customer service so that you can help to build, maintain, and increase your organization's customer base.
- ✓ Focus on the customer so that the individual is motivated to return.
- ✓ Handle complaints so that customers are satisfied.
- ✓ Deliver excellent customer service on the telephone so that customers have a positive perception about your organization.
- ✓ Cope with stress so that you maintain a healthy level of work-related stress.

Course Content

Understanding Customer Service

- Describe Customer Service
- Identify Customer Expectations
- Commit Yourself to Providing Excellent Customer Service

Focusing on the Customer

- Create a Positive First Impression
- Identify and Help Meet the Customer's Needs
- Create a Positive Last Impression

Handling Complaints

- Make it Easy for Customers to Complain
- Resolve the Problem
- Cope with Upset and Difficult Customers

Delivering Excellent Customer Service on the Telephone

- Answer the Telephone
- Project a Positive Image Using Your Voice
- Transfer Calls
- Take Meaningful Messages

Coping With Stress

- Describe Stress
- Take Preventive Measures
- Overcome Stress