

Customer Service

Who should attend?

All staff that need to improve on their existing customer service skills and develop new skills. This workshop will address general attitude in the workplace, motivate staff and instill confidence in their professional abilities. It will help them to achieve service excellence and enhance the impression your customer has of your organisation.

Ideal for Sales, Procurement, Stores and Accounts departments.

How long is the course?

1 Day

Outcomes include:

Build relationships with colleagues and customers. Improve communication skills on all levels. Learn skills to overcome great service obstacles.

Lesson 1:

Human interaction

Become a “people person”
What good customer care means
Different types of customers
Learn who your customers are
Secrets of success in business
Important qualities in service

Lesson 2:

Communication skills in customer service

Telephone skills
E-mail etiquette
Different forms of communication
Advantages & disadvantages of different types of communication
Communicating bad news to customers

Lesson 3:

Service standards

Defining and implementing service standards
Encourage customer feedback
Loyalty in customers
Relationships and customers

Lesson 4:

Customer management

Dissatisfied customers: managing, preventing and handling
Techniques and communication skills used in problem situations
How to handle customer complaints
Why we should encourage complaints

Lesson 5:

Stress in service situations

Dealing with your emotions
Sociable behaviour



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