

CUSTOMER SERVICE KNOW-HOW (7 hours)

(Learn how to make **SERVICE EXCELLENCE** a Reality in your Organisation!)

- 1. Customer Service NOT an option!!**
Why Customer is very important
- 2. What Service Excellence Means**
Customer Service is so much more than GST (Greet/Smile/Thank You)!
Some useful clues that guide you about how to achieve Service Excellence
- 3. Developing the right Attitude**
Because it all begins with attitude.
The Right Understanding will develop the right attitude
The Six types of Understandings that are fundamental to Customer Service
- 4. 10 Wants on the Customer's Wish List**
Understanding the customer mindset
Delivering Customer Service to the Customer as **He/She** understands it (not necessarily what **you** think is important for the customer)
- 5. Handling yourself before you handle the customer**
Managing your emotions, words and actions in challenging customer situations
Handling difficult customers without losing your professionalism
E.Q. inputs that keeps you sane even when customers are Rude!
- 6. Systematic Steps to communicate with the customer**
Positive speech techniques/Empathic listening/Body language/Etiquette
- 7. Customer Service Opportunities**
Creativity in Customer Service/Personal touches that impress the customer
- 8. Customer Service on the Telephone**
Answering enquiries positively & patiently/ Never saying "No", giving alternatives? / Taking messages in a responsible manner/ Transferring calls competently/ Handling telephonic complaints competently
- 9. Problem-based learning**
Role-play/Case studies/FAQ/Problem-solving for participants