

BM-EXSB EXCELLENCE IN SERVICE: BASIC



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

INTRODUCTION

In this course, you will learn the fundamentals of providing excellent customer service by understanding how to interact with customers to meet their customer service expectations.

AUDIENCE PROFILE

This course is targeted at anyone wanting to acquire the basic principles of customer service with the aim of satisfying customer needs, which is an essential skill for ensuring customer retention.

PREREQUISITES

There are no prerequisites for this course.

COURSE OBJECTIVES

You will learn how to:

- Develop and maintain a positive attitude, show extra attentiveness to customers, use customer-friendly language, and deal effectively with customer complaints and problems.
- Finally, students learn how to build rapport with customers, interpret non-verbal communication skills, provide quality customer service over the telephone, and communicate effectively through e-mail.

COURSE CONTENT

Lesson 1: Customer Service Fundamentals

- Topic 1A: Customer Service and Customers: Customer Types and the Importance of Customer Service
- Topic 1B: Customer Interaction: Building Rapport
- Topic 1C: Customer Expectations: Respond & Exceed the Expectation

Lesson 2: Customer Service Skills

- Topic 2A: Positive Attitude and Extra Attention
- Topic 2B: Quality of Service
- Topic 2C: Problem Resolution

Lesson 3: Customer Management

- Topic 3A: Dissatisfied Customers
- Topic 3B: Angry Customers
- Topic 3C: Telephone Skills: High Quality Service

- Topic 3D: Stress in Service Situations

Lesson 4: Customer Communication

- Topic 4A: Communication Fundamentals
- Topic 4B: Interpersonal Communication
- Topic 4C: Telephone skills
- Topic 4D: E-mail Etiquette: Effective and Eloquent E-mail Communication

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.