

Customer Service Skills



Introduction

No matter how excellent your product is, if you provide bad customer service, people will complain, and you will lose business. It is not difficult to get a customer, but it is definitely difficult to keep one.

The good news is that things can still be changed. Supporting current and potential consumers is known as providing customer service. But, it would not be possible to go from average to excellent customer service overnight. It needs an organisation-wide effort, a group of top-notch support staff, and a sincere commitment to real transformation. Growth is to offer superior customer service, but doing so is not always simple.

In this programme, you will develop excellent customer service skills that will guarantee customer's loyalty and repeat sales. This course not only provides participants with the knowledge and skills to provide good customer service, but also to handle difficult customers.

Key Learning Outcomes

By the end of the course, participants should be able to:

- Identify the basic skills in providing good customer service to both internal and external customers.
- Evaluate own customer service and how to improve the skills.
- Suggest ways to handle difficult/demanding or upset customers and maintain the good relationship with the customer.

Duration

2 Days

Target Participants

Customer service personnel in Customer Relation Management (CRM), Sales and Marketing people, call centre teams and customer facing frontline staff members