

## INTRODUCTION: CUSTOMER SERVICE SKILLS: T&C 3<sup>RD</sup> DIET, SEP 2018



In this period of organization low-profit margins and economic uncertainties, Providing excellent customer service delivery becomes very essential to the long term viability of any business. With the market rife with competition, all customer service touch points are important in enhancing customer relationship and ultimately ensuring repeat business.

The Customer Service Skills training will practically equip participants on exceptional customer service delivery across all customer service touch points:

- In-person Service.
- Telephone Service.
- Service delivery through Electronic Media.

Participants will be able to demonstrate techniques that are invaluable in effectively dealing with difficult customers and adequately managing customer complaints.

### Requirements

Participants are to come with the following:

- Hard copy of the training manual.
- Device with access to e-mail.

**Welcome!!**