

## *Customer Service Training Manual Template*

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MDHS DFCS Customer Service Workshop April 2012 - Original Development Date Facilitator's Manual 7 Planning for Quality Customer Service Implementation So the question we must ask ourselves is: How do we implement a process for quality customer service? 1. Establish the vision for good customer service. 2.

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Customer Service handbook 1. Customer Service 2. Customer Service Objectives of the program: Who is a customer Identify your customer- Internal and External What quality characteristics are important for Customer service How to create positive memorable experiences for all customers 3.

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Call Centre Training Manual September 24, 2008 Private & Confidential 5 Section III - Customer Service Training [Basic] The basic communication skills training program will be delivered in conjunction with the customer service tips and tools to improve customer service in all areas.

### **Call Centre Training Manual - Template.net**

Page 2 Training Proposal One Day Customer Service Skills A Training Plan for your Organisation What is the purpose of the training? The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct leadership and management methods that we need to employ, if we are to achieve our stated goals.

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