



TIMELY
RESPONSE



EVERY
day is
CUSTOMER
day



SERVICE
with a



A 😊 customer is a  customer

REWARD
the customer



CUSTOMER SERVICE

Value the
customer's
OPINION



Deal EFFICIENTLY



with CUSTOMERS



LISTENING
to the
CUSTOMER



How may I
help you?



Is he or she



Customer service excellence:
How you can handle you
customers and achieve your goals

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Customer service excellence: How you can handle your customers and achieve your goals

Introduction:

Customer service excellence will give you the competitive advantage you need to survive in a tough and increasingly uncertain business climate. In today's customer-oriented business environment, "people skills" are critical for personal and organizational success. How you handle your customers can directly affect your individual goals as well as your team's and company's performance. This excellence service training course gives you the skills you need to communicate professionalism, gain respect, enhance customer relationships and secure an overall competitive advantage through customer service excellence..

Who Should Attend?

- CEOs
- Managers
- Professionals
- Help-desk and End-user Support Professionals
- Anyone who wants to provide an excellent service to his customers

Methodology

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

Course Objectives:

By the end of this course, delegates will be able to:

- Identify the key concepts in relation to providing customer service excellence
- Review, refine and develop further both the skills and processes required to ensure excellent customer service
- Establish the skills required to identify new or additional sales opportunities
- Practise these skills in a number of customer service situations

Course Outline:

DAY 1:

- Review of customer service standards
- What is excellent customer service?
- Barriers to excellence - additional support required
- Who are your customers? Internal and external
- Developing the customer relationship
- Building rapport
- Demonstration empathy

DAY 2:

- The Priority Matrix
- Focusing on priorities to achieve objectives
- Revising priorities
- Consideration of impact and benefit

DAY 3:

- Mastering the telephone

- Essential communications skills
- Internet Customer Service Skills
- Active listening: Questions, statements and objections
- Additional customer care channels and Internet customer service skills
- Presenting bad news or saying 'no' in a positive manner

DAY 4:

- Creating a professional image - environment / use of phone / email / messages
- Structuring expectations
- Identifying additional sales opportunities
- Time Management Strategies. Taking control of your time: Time analysis, task identification, task Analysis and time prioritization
- Customer specific scenarios with feedback and coaching

DAY 5:

- Stress Management Strategies
- Discussion: What is stress? What causes stress?
- Managing stress (or even eliminating stress)
- Action planning
- Evaluation
- Summary