

Successful Customer Care Teams

Duration: 1 Day

Course Objective: To build and improve the service levels of customer care teams.

Course Objectives

Upon successful completion of this course, students will be able to:

- Understand their impact on the image of the organization
- Understand how to manage difficult calls
- Recognise the importance of working as a team
- Gain improved selling skills
- Appreciate the impact of written communication
- Email etiquette

Course Content

Customer Service Fundamentals

- Customer service and customers
- Customer interaction
- Customer expectations

Customer Service Skills

- Attitude and attention
- Quality of service
- Problem resolution

Customer Communication

- Communication fundamentals
- Interpersonal communication
- Telephone skills
- E-mail etiquette

Essentials of Telesales

- Communication essentials
- Handling telesales calls

Prospecting

- Generating telesales prospects
- Interacting with prospects

Closing a Sale

- Closing sales over the telephone
- Addressing telesales challenges
- Maximizing telesales performance

Setting Personal Goals

- Assessing yourself
- Importance of setting personal goals