

Service Excellence

Duration: 1 Day

This course is aimed at delegates who are in the customer service field and want to improve their knowledge of customer service. Delegates will discuss what it means to have a service culture in an organization. They will examine customer service skills that include organization, communication, and personal motivation. This course also covers customer service as a process that includes greeting, listening, questioning, responding, and resolving. Delegates will discuss each step of the process in detail.

Customer Service Basics

- Customers
- The service culture

Customer Service Skills

- Organization skills
- Communication factors
- Personal motivation

Greeting Customers

- Greeting overview
- Phone and e-mail message
- Rapport

Listening and Questioning

- Listening
- Questioning

Responding

- Responding to customers
- Resetting expectations
- Working toward solutions

Resolving Issues

- Customer appreciation
- Follow-up techniques

Using What You've Learned

- The implementation phase
- Resources and tools