

MANAGING CUSTOMER SERVICE TRAINING

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Managing
Customer Service



COURSE LENGTH: 1.0 DAYS

Unsatisfactory customer service can lead to lost revenue as your business may lose both potential and current clients. This one-day training course in Managing Customer Service helps supervisors and managers to engage customers and employees effectively to improve satisfaction and sales. This course also makes sure that attendees are fully equipped with the needed skills and behaviors in order for your business to convey better customer experience across all levels of the organization, while at the same time boosting customer loyalty and retention.

This highly valuable and dynamic training course is now available throughout Kuala Lumpur and Malaysia, and also via instructor-led online training.

This Managing Customer Service training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote.

MANAGING CUSTOMER SERVICE TRAINING COURSE OUTLINE

FOREWORD

During the training course, participants develop knowledge and skills in understanding the role of a manager in customer service, establishing links between business practices and customer service, discovering ways to engage employees, understand customers' needs, and more.

Managing Customer Service Training Course is designed for easy and essential understanding and skill development so that managers and supervisors develop the ability to enhance their job skills.

OUTCOMES

After completing this course, participants will have learned to:

- ▶ Identify ways to establish links between excellence in customer service and your business practices and policies.
 - ▶ Develop essential skills and practices in managing customer service
 - ▶ Understand leadership
 - ▶ Recognize what employees are looking for to be truly engaged.
 - ▶ Manage performance
 - ▶ Recognize who the customers are and what they are looking for.
 - ▶ Use onboarding and orientation
 - ▶ Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.
 - ▶ Understand and use the six critical elements of customer service
 - ▶ Use the five practices of leadership
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MODULES

Lesson 1: Getting Started

- ▶ Icebreaker
- ▶ Pre-Assignment Review
- ▶ Workshop Objectives

Lesson 2: Six Critical Elements

- ▶ Element One: A Customer Service Focus
- ▶ Element Two: Defined in Your Organization
- ▶ Element Three: Given Life by the Employees
- ▶ Element Four: Problem Solving
- ▶ Element Five: Measure It
- ▶ Element Six: Reinforce It
- ▶ Measurement in Practice

Lesson 3: Understanding Leadership

- ▶ About Leadership
- ▶ Understanding Your Comfort Zone
- ▶ Managing Performance
- ▶ Servant Leadership
- ▶ Onboarding and Orientation

Lesson 4: Five Practices of Leadership

- ▶ Challenging, Inspiring and Enabling
 - ▶ Modeling and Heart
 - ▶ Practices in Practice
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WEB LINKS

- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)