PROFESSIONAL DEVELOPMENT TRAINING

016 299 1479

REQUEST QUOTE

1.0 DAY COURSE

Customer Service Training

Do you create positive, lasting impressions with your clients whenever you interact with them? Have you retained your old clients while attracting potential ones? If your answer is NO then there might be something wrong with your company's customer service process. In order to gain loyalty and magnetize potential clients, an organization must present world-class service to them.

Discover how to positively connect with your clients with a Customer Service training course from PD Training. This course demonstrates sensible ways to retain your valuable clients and win repeat business. The training illustrates how to gauge your organization's ability to meet and surpass your customers' needs and expectations. A good customer service program does not only affect the interaction between employees and clients, but employees with superior customer service skills experienced a higher sense of commitment to their jobs.

Make the first move toward becoming more customer service centered by enrolling in this course. This fun and engaging Customer Service Training Course is available now throughout Malaysia and Kuala Lumpur.

This 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 or enroll now into the next public course date.

What You'll Gain:

In order to create customer satisfaction, you need to go beyond good customer service and exceed your customers' expectations with exceptional service. In order to achieve this it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deliver exceptional customer service?
- Currently how do you improve your Customer Service Skills and approaches?
- Do you strive to continuously improve your customer service?
- Do you listen to your customers and their needs?
- Do you currently listen effectively to uncover the customer's true needs?

- Are internal customers understood and prioritized?

This Customer Service Training Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

Outcomes

- Explain what customer service means in relation to internal & external customers
- Recognize how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate return business
- Practice techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customers
- Acquire tools for recovering difficult customers
- Understand when to escalate

Modules

Lesson 1: Brand Ambassador or Brand Assassin?

- What is Customer Service?
- Who I Interact with and What I Do
- Defining Customer Service
- Customer Touchpoints
- Why Customers Leave
- Changes in Customer Behaviour
- Why We Should Keep Customers

Lesson 2: Customer Diversity

- Cultural Diversity and the Global Customer
- A Considered Approach
- Generational Differences
- Serving Different Generations

Lesson 3: We Choose to Serve

- Do we Choose to Serve?
- Customer Empathy
- Is Replacing Customer Service with Robots a Good Idea?

Lesson 4: Communication – the Key to Great Service

- Listening
- Active Listening
- Writing
- Written Communication

- Stepping Into Your Customer's Shoes
- Principles of Great Service
- How Well do You Apply the Principles of Great Service?

- Personal Style
- How Personal Style Influences Customer Service

Lesson 5: Navigating the Negatives

- Learning from Worst-Case Scenarios
- The Power of Leaning In
- The 'First' Response
- The Steps of Acknowledgement
- Practising the Steps of Acknowledgement
- Tough Customer Situations

Lesson 6: Creating a Service Culture

- A Question of Focus
- What Can I Do?
- The Courage to Act

Talk to our expert team

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