



168-P24-VE



Virtual



7 hours



EGP 1580

Course Description:

This course is focused on the best learning experiences occur when you learn specific concepts, then practice them during the training and walk out with a solid technique you can apply the next day on the job.

Target Audience:

Customer service staff and professionals at all levels

Course Objectives:

By the end of this course participants will be able to:

- Explain the realities of customer service today
- Explain how to sharpen your listening skills and memory
- List ten best practice customer service techniques

Course Outline::

Module 1: Realities of customer service today

Session One: Modern Customer Service

- The realities of customer service today
- ROI of customer success
- Dealing with the different customer generations (GenX, GenY, Baby boomers, traditional)
- Customer lifestyle questioning
- Assignment

Module 2: Sharpen your listening skills and memory

Session One: Listening Skills

- Stages of consciousness
- Active listening skill practice
- Assignment
- Session Two: Memory
- Memory tips and tricks
- Acknowledge the words and the emotions
- Assignment

Module 3: Ten Customer Service Best Practice Techniques

Session One: Handling Customers

- The service recovery catch
- When dealing with angry customers and customers showing strong emotions
- When you want customers to do something or follow your direction
- When the customer is arguing
- When the customer tells you, they are having an issue



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- Assignment

Session Two: Handling Displeasure, Errors, and Recovery

- When the customer expresses displeasure
- When turning negative experiences into positive ones
- When the customer has been given wrong information
- When we are in the wrong
- Assignment

Session Three: Handling Discount Requests and Threats of Defection

- When a customer requests a discount
- When a customer threatens to defect to competition
- Assignment

Assessment Strategy:

- 40 % Assignments between sessions
- 60 % Participation
- 60 % Cut off score of total grades which is "100

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English

Prerequisites:

None