

## Customer Service - (1 Day)

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### Overview

The importance of customer service is recognized by all successful businesses, because it is possibly the number one element in customer retention. This workshop aims to highlight the importance of customer service, helps understanding the customer types, how we can serve them better and improve ourselves in the process.

### Course Pre-requisites

None!

### Course Summary

- Introducing ourselves, Customer Service and Customer Service Providers
- Establishing your attitude
- Identifying and Addressing Customer needs
- Generating return business
- In-person customer service
- Telephonic and Electronic Customer Service
- Recovering difficult customers
- Tips for Customer Delight

### After attending this program, you should be able to

- State what customer service means in relation to all your customers, both internal and external
- Recognize how your attitude affects customer service
- Appreciate your customer's current environment and understand their needs better
- Use outstanding customer service to generate return business
- Practise In-Person Customer service while truly understanding the advantages and disadvantages of the same
- Use simple tips to be more effective in providing customer service electronically or on phone
- Deal with irate customers, measuring your response and De-escalating their anger