

➤ G015 - Customer Service Excellence (1 Day)

Course Description

Customer Service skills can increase your value to your company and improve customer relations. You will learn about listening behaviour styles, dealing with difficult people, making recommendations and dealing with concerns.

*Ideal for Call  
Centre  
employees or  
Customer  
Service Reps!*

Course Objectives

Upon completion of this course you will gain an understanding of:

- ✓ The importance of knowing your services and policies
- ✓ Creating First Impressions and projecting the right attitude
- ✓ Determine your customer's need
- ✓ Understanding communication style and process
- ✓ Listening skills
- ✓ The impact of Encoding and Decoding on effective communications
- ✓ Telephone Etiquette and voice and language techniques
- ✓ Conflict Resolution methods
- ✓ Dealing with Difficult Customers
- ✓ Avoid Getting Hooked
- ✓ Building Customer Relationships
- ✓ E-mail Etiquette

Students are asked to examine and provide examples of situations from their own experience where customer service may have been improved. This generates significant discussion and enhances the learning experience.

*Competencies supported: Communication, Decision Making, and Customer Service*