

Customer Service Skills

Length: 2 Days

Summary: This two day interactive customer service training course will motivate participants to becoming more customer focused and more passionate about delivering outstanding service by understanding the logical and emotional motivations of a customer.

Participants will learn how to become more flexible communicators who are able to engage better with customers, portray energy, more professionalism, commitment and ownership in each customer interaction. This two day program will energize your staff to deliver world class service that leaves customers with a lasting positive impression.

Course objectives: *By the end of this training course participants will be able to:*

- Discover the attitude, skills and knowledge needed to have successful customer service skills.
- Realign your thinking about customer complaints and understand the opportunities in each challenging customer situation.
- Understand what true customer loyalty is and the importance of their role to ensure a positive customer experience.
- Understand the value of exceeding customer expectations in each customer interaction.

COURSE CONTENT

WHAT DO CUSTOMERS WANT?

- What customers want?
- Logic vs. Emotion
- Winning customers hearts
- Engage the customer

LOYALTY

- Defining a lifetime customer
- Drivers of customer loyalty
- Keeping customers loyal
- Be a "People Person"
- Relate to the Customer

CUSTOMER SERVICE TECHNIQUES

- Diffusing techniques
- Be more professional
- Empowering customers

MEASURING CUSTOMER SATISFACTION

- Importance of customer feedback
- Become a role model

HAVING THE RIGHT SKILLS & ATTITUDE

- Attitude, Skills and Knowledge
- Having the right service mentality
- Rapport = Results
- Strategies for building rapport
- Address a Customer's Emotional State
- Address Your Own Emotional State

VALUE OF A COMPLAINT

- Ground rules for receiving a complaint
- Avoiding customers hot buttons and forbidden language
- Assess Customer Issues
- Determine the Customer's Need
- Develop Solutions