

# Customer Service Skills

Training Course	Customer Service Skills
Course Language	English
Course Duration	Total Number of hours : 18 hours
Course Objectives	<p>By the end of this workshop, you should be able to:</p> <p>State what customer service means in relation to all your customers, both internal and external</p> <p>Recognize how your attitude affects customer service</p> <p>Identify your customers' needs</p> <p>Use outstanding customer service to generate return business</p> <p>Build good will through in-person customer service</p> <p>Provide outstanding customer service over the phone</p> <p>Connect with customers through online tools</p> <p>Deal with difficult customers</p>
Course Content	<p>Course Key Topic Area Includes:</p> <p>Module 1 : Introduction</p> <p>Module 2 : Who We Are and What We Do</p> <p>Module 3 : Customer service attitude</p> <p>Module 4 : Identifying and addressing customer needs</p> <p>Module 5 : Customer engagement and retention</p> <p>Module 6 : Face-to-face and virtual customer service</p> <p>Module 7 : Establishing customer centricity</p> <p>Module 8 : Managing customer experience</p> <p>Module 9 : Recovering difficult customers</p> <p>Module 10 : Verbal and non-verbal customer communication</p> <p>Module 11: Closure</p>

At the end of the program the trainees will be able to:

- Dealing effectively with all customers, both internal and external
- Demonstrating the proper attitude
- Identifying customers' needs and generating return business
- Building good will through in-person customer service
- Providing outstanding customer service over the phone
- Connecting with customers through online tools
- Handling difficult customers and building long term relations

### Learning Outcomes

Course Material  
/Technology  
used/ Details  
Relevant to the  
course.

Classic training methods including

- Explanations
- Demonstrations
- Asking questions and discussions
- Practical actions:
  - Mini cases
  - Role play
  - Team activities
  - Brainstorming
  - Visual critical thinking using LEGO serious play methodology