



Excellence in Customer Service (Advanced)

Duration: 1 Day

Method: Instructor-Led Training (ILT) | Live Online Training

Course Description

As a customer service representative, you are expected to handle every customer that comes your way. To be effective, you need not only knowledge of the products or services your company sells, but also people skills that will help you interact positively and professionally with customers. Your level of product or service knowledge may enable you to understand and resolve problems, but without understanding how to properly interact with customers, you cannot truly serve the customer. In this course, participants will apply important principles and skills they can use as a customer service professional. In addition to providing basic customer service, participants will also learn important principles and skills they can use to solve difficult and challenging customer interactions, encourage further sales, and take on leadership responsibilities.

Target Audience

This course is intended for Customer Service Professionals who have:

- Some experience in the field and who want to expand or refresh their knowledge and improve their skills.
- Taken on or are looking to assume greater leadership responsibility.

Prerequisites

To attend this course, candidates must have completed the following courses or have the equivalent knowledge and experience:

- Using Microsoft® Windows®
- Customer Service



Course Objectives

Upon successful completion of this course, attendees will be able to:

- Apply fundamental customer service knowledge and skills.
- Manage their everyday workflow.
- Take care of customers by assessing their needs, resolving their issues, and encouraging further sales.
- Deal with challenging customer interactions.
- Apply customer service leadership skills.

Course Topics

Module 1: Applying Customer Service Foundations

- Assess Customer Service Basics
- Develop Interpersonal Skills

Module 2: Managing Your Workflow

- Apply Organizational Skills
- Handle Simultaneous Customer Contacts
- Manage Individual Stress

Module 3: Taking Care of Customers

- Maintain Focus on the Issue
- Assess Customers
- Diagnose Customers' Problems
- Educate the Customer
- Resolve Customers' Problems
- Encourage Further Sales Through Service

Module 4: Dealing with Challenging Customer Interactions

- Recognize Difficult Situations
- Work within Your Company Parameters
- Handle a Difficult Interaction
- Overcome Negativity
- Redirect the Customer
- Follow Up on a Challenging Situation

Module 5: Progressing to Leadership

- Lead from Within Your Team
- Address Escalated Customer Issues
- Analyse Customer Service Metrics

ACTIVITIES INCLUDED

