

Customer Service

Program Outline



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Overview

A workshop for any employee who deals with the public or who serves those who deal with the public. Customer service skills can increase your value to your company and advance your career at the same time.

Learning Objective

- To enhance customer service for better business results
- To go beyond miles
- Handling difficult customers
- Art of questioning and probing
- Customer service – a team approach

Introduction/ objective

Defining Customer Service

Meeting Expectations

Setting Goals & Targets

Communication Skills for Excellent Customer Service

Fundamental Techniques for Handling People

Turning Complaints into Opportunities

Two Key Tools for Dealing with Difficult People

The Problem Solving Process

Seven Steps to Customer Problem Solving

Resolving Conflict

Service Pride is a Team Effort

De-stress Options You Can Use Right Now

A Personal Action Plan