

50 PRACTICES TO ENSURE EXCEPTIONAL CUSTOMER SERVICE

Training Content

The Objectives of this training is to make you aware of:

- ✓ Who are Customers and What are their Types
- ✓ What is Customer Service Strategy
- ✓ What are the Stages of Customer Life Cycle
- ✓ Why do Customers Need to be Happy
- ✓ What are Service Standards
- ✓ How to Know Your Enemy
- ✓ Methods of Hiring Selectively
- ✓ What are Customer Guarantees You Need to Offer
- ✓ Tips on how to Make a great first Impression
- ✓ Steps to Use Your Script Like a Pro
- ✓ How Can You Master Body Language
- ✓ Essentials on How to Answer the Phone
- ✓ What to do to Manage Angry Clients
- ✓ Why it' Important to Always Say Yes
- ✓ What are Customer Irritants and how to avoid them
- ✓ What are the Right Questions Your Need to Ask
- ✓ When to Use Satisfaction Surveys
- ✓ How You Can Make best Use of the Comment Cards
- ✓ Tips on Questioning Focus Groups
- ✓ How to Know You Clients Hot Buttons
- ✓ Tricks to Cope With Extreme Scenarios
- ✓ Understanding their Expectations
- ✓ What Happens if You don't Fix Problems Fast
- ✓ Recover Bad Service
- ✓ The importance of Handling Difficult Co-workers and
- ✓ Why Build-Cross Department Bridges
- ✓ When to Escalate
- ✓ What can You Do to Improve Processes
- ✓ How can You Improve the Customer Experience
- ✓ Be Available 24/7/365
- ✓ Use the Right Channels
- ✓ Use Social Media
- ✓ Get Oriented with Different Cultures
- ✓ Tips to Manage Your Space
- ✓ What Your Gain When Clients Remember You
- ✓ How to Add Your Personal Touch
- ✓ How to Leave a Great Last Impression

Also included :
Instructor's Guide
with 5 Training
Activities
Plus Learner's Booklet!

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For General & Technical Questions email us at:

helpdesk@trainersbox.net

