



INNOVATIVE MANAGEMENT & PROFESSIONAL TRAINING

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THE CUSTOMER SERVICE EXCELLENCE WORKSHOP

Duration: 6 hours

Service excellence goes right to the bottom line! This seminar will allow participants to evaluate the importance of excellence in customer care and the difference it can make for their organization. Participants will prepare an action plan that will assist them in providing better customer care.

Course Objectives



- To reinforce the importance of positive customer perception and to evaluate how customer care personnel contribute to the customer's perception.
- To evaluate techniques for dealing with difficult customers and customer complaints.
- To evaluate the importance of body language and its likely impact while interacting with customers (internal and external).
- To allow each participant to determine an action plan for improving customer care on a day-to-day basis.

Topics covered will include:

- Dealing with customers via email, over telephone and face to face
- Managing your behavior
- Resolving problems
- Body language and how to manage it
- Influencing skills
- Interacting with confidence.

Number of participants: 20