



Leading Customer Service

About:

Customer-oriented organizations are successful organizations. That is not surprising, because a truly customer-oriented organization shows interest in their customers. This means the customer will always come back or refer new clients.

During this fascinating training our participants learn what it means to truly focus on the customer as an organization. Learners work with real practical simulations, where they learn to remain customer-oriented even in difficult situations. Participants learn how to have sincere attention and interest in the customer and understand how they can best help them. All to ensure satisfied customers!

Results:

- Participants have insight into their own effectiveness and customer focus
- Participants know how to conduct different types of conversations with customers in a pleasant and result-oriented way
- Participants can explain products or services in a concise way
- Participants know how to deal with difficult customers in a customer-oriented way

Approach:

This training is very practical, alternating theory and simulation. The main focus is on practice, including role play. Participants can introduce case scenarios themselves, so that they can practice with conversations they find difficult. The trainer provides personal, ground-breaking feedback.

In the exercises the learners get to practice the customer-oriented approach, both in day to day circumstances as well as difficult moments. Participants develop new ways to deal with these situations and behaviors, so they can start using them in their own work.