



Contact us:

010 100 3127
info@nextgen.co.za
www.nextgen.co.za

Quality Customer Service

Course Overview

The Quality Customer Service training is for delegates to become more professional and effective in the way they handle both face to face and telephone service when dealing with internal and external customers. Delegates will understand the impact on them and their organization of providing the best possible service learning to communicate with customer's in a professional and effective manner.

Target Audience

Receptionists, secretaries, security, drivers, junior administrators and any anyone who would like to improve their customer service.

Prerequisites

There are no prerequisites for this course

Duration

1 Day

Course Outline

Module 1: Winning with the customer

- Do you have what it takes to win with the customer?
- Comparing customer service to a refrigerator
- What is quality customer service?
- Four reasons why quality service is important
- Adopting a customer service perspective
- Why winning at customer service is important to you

Module 2: Showing a positive attitude

- Why a positive attitude is important
- Communicate your best image
- Monitoring the sound of your voice
- Using the telephone effectively
- Staying energized
- Summary and follow-up



Module 3: Identifying customer needs

- Identifying customer needs
- Understanding basic needs
- Recognizing customer timing requirements
- Stay one step ahead of your customers
- Remaining attentive
- Using a CRM system

Module 4: Providing for the needs of your customers

- Providing for your customer's needs
- Meeting basic customer service needs
- Performing important backup duties
- Sending clear messages
- Saying the right thing
- Selling your organization's uniqueness
- Meeting the computer challenges
- Preparing for the unexpected

Module 5: Making sure your customers return

- Making sure your customers return
- Soliciting customer feedback
- Handling complaints effectively
- Getting difficult customers on your side
- Taking that one extra service step
- Reviewing the actions that cause a customer to return
- Striving for quality customer service