

MMM Training Solutions
Customer Service Training



Contact Details

Email: Pramila.mathew@mmmts.com

Contact: Pramila Mathew, Phone: +91-98409 88449



Overview:

Providing Customer Service well, whether it is internal or external contact, is vital for continued business success. Managing a relationship requires that people are alert to changing needs, aware of difficulties as they arise, in other words a proactive approach.

Customer services needs to permeate every aspect of your company: how your people deal with external and internal customers; how colleagues treat each other and the business; how everyone -from the least senior employee to the most - interacts with your clients.

In our Customer Service Training, delegates are continually involved in exercises, games and processes that offer them a range of tools and techniques, as well as an intellectual understanding of the issues. Tailored specifically to each group, our Customer Service Training Programs are designed to help delegates create successful professional customer and supplier relationships.

Training Topics:

- Internal and external customers
- Individual customer service style
- Rules for great customer service
- Moments of truth in customer service
- Understanding customer expectations
- Understanding and managing customer expectations
- Ways to move from customer service to customer satisfaction
- Handling difficult customers
- Do's and Don'ts of customer service
- Telephone etiquette
 - Interviewing techniques
 - Ways to better call handling



Training Hours:

The duration of the training program will be 8 hours

Training Methodology:

- PowerPoint Presentation
- Role Plays
- Games and Group Activities
- Case Studies

Resources Required:

- MMM Training Solutions will conduct the training.
- Maximum number of participants to a class will be 15.
- The training will be conducted at a venue organized by client.
- The following will be provided by client:
 - Handouts will be printed/photocopied
 - The LCD projector & computer with CD and DVD drive
 - Folders/files for trainees to store their information/feedback
 - Audio speakers
 - Pens and notepads for trainees