



Training Topics:

- Introduction to customer service
 - Elements of good customer service
 - Creating positive impressions
 - Customer service qualities
- Exercise: what does the customer desire?
- Internal and external customers
- Exercise: The Watch
- Rules for great customer service
- Understanding and managing customer expectations
 - Understanding customer expectations
 - Setting expectations
 - Case Study: moments of truth in customer service
- Simulation: customer service situations
- Do's and Don'ts of customer service
- Handling difficult customers
 - Activity: blind drawing
 - Information gathering
 - Empathy
 - Affirmation
 - Reassuring
 - Simulation: irate customer

Role plays: handling different types of customers

Training Hours:

The duration of the training program will be 8 hours