



Training Objectives:

As a participant, at this program's conclusion you should be able to:

- Describe exceptional customer service.
- Identify the benefits of great customer service.
- Recognize barriers to the delivery of outstanding customer service.
- Adapt to specific customer behavior styles.
- Demonstrate how to measure customer-satisfaction levels and take corrective action if needed.
- Learn techniques for dealing with angry or upset customers.
- Develop a personal action plan to improve customer-service skills

Training Topics:

- Managing Customer Expectations:
 - Understanding customer needs and customer expectations
 - Managing customer expectations
 - Managing the perception of customers
 - The 'Golden Rules' of ensuring customer satisfaction
- Good Etiquette in Customer Service
 - Customer Expectations
 - Handling Customers Effectively
 - Understanding Customer Expectations
 - Managing Customer Expectations
 - Keeping the Customer informed and involved
 - Essentials of Customer Service
 - Developing customer service orientation
 - Handling 'Moments of Truth' in the customer interaction process
 - Essentials of quality customer service
- Developing effective probing skills
 - Asking the right questions



- Paraphrasing
- Summarizing

- Handling the different customer types
 - Aggressive/demanding customers
 - Analytical customers
 - Amiable customers
 - Irrate customers

- Empathy:
 - Understanding the difference between 'Empathy' and 'Sympathy'
 - The 4 A's of Empathy
 - Acknowledge
 - Appreciate
 - Affirm
 - Assure

 - Using the right phrases to empathize

Training Hours:

The duration of the training program will be 8 hours

Training Methodology:

- PowerPoint Presentation
- Role Plays
- Games and Group Activities
- Audio and Video Clips
- Individual Feedback

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 your organization.
- The following will be provided by your organization:



Customer Interfacing Skills Training



MMM Training Solutions
Seamless Transformation

- Handouts will be printed/photocopied
- The LCD projector
- Audio speakers