

Overview

In today's competitive market providing effective customer service to customers is imperative. To ensure that customers are retained with your business it is vital that businesses introduce customer service training to support their team. With the right customer service training provided your team will be able to focus more on delivering excellent customer service which is the most reliable and proven way to grow business. This training on Effective Customer Service will enable participants to improve their customer service skills, customer service standards and understanding customer needs. This training will also assist participants to gain essential skills, knowledge to build customer satisfaction and meet customer requirements more efficiently and effectively.

This course includes the following topics:

- What is Effective Customer Service?
- Who is a Customer
- Difference between an internal and external customer
- What is Customer Care and Customer Service Experience
- Handling Difficult Customers
- Enhancing Customer Interaction Skills
- Customer Service Etiquette
- Communication Barriers
- Assertive Techniques
- Active Listening
- Telephone Etiquette
- Email Etiquette
- Effective face to face communication with customers

Course Outcome

By the end of this course participants will be able to:

- Understand and describing importance of effective customer service
- Identifying benefits of effective customer service
- Ability to think in a customer centric way
- Recognizing barriers to effective customer service delivery
- Use of techniques to deal with angry or upset customers
- Ability to develop a personal action plan to improve effective customer service skills

Key Details

Duration	Target Audience	Training Mode	Dates	Month	Location	Fees
2 Days	Managers, Supervisors, Team Leaders, Customer Service consultants/Front liners and those involved in interacting with customers daily.	face to face	15-16 23-24	March March	Suva Nadi	\$220 \$220

TRAINING INCLUDES:

Take home learning materials, certificate of completion, refreshments and lunch

For further enquiries please contact Datec training team via email: training@datec.com.fj | Mobile: +679 893 9942 / Tel: +679 3314411 (ext. 500). Datec is also the authorised service provider for Microsoft, VMware, etc, together with being the authorised Prometric and Pearson testing centre in Fiji amongst others. Datec Fiji has strategic alliances and dealership agreements with industry giants such as: