



TrainSkills

TRANSFORM AND PERFORM

Career Skills Course

CUSTOMER SERVICE EXCELLENCE

 2 Days

 On/Off Site

About the Course:

Our Customer service training program seeks to achieve improvement in levels of real and perceived customer service by immediately improving the skills and the commitment of everyone who has customer contact in your organization. Core focus is directed to substantially improve internal and external customer skills while helping each individual create more value and balance with their customers on and off the job. Our approach is built on the concept that if you take care of your employees they in turn will take care of your customers. Unmatched internal and external customer satisfaction levels are the result. Our comprehensive customer service training course is designed to help your employees respond to customers' needs.

Upon completion of this course, participants are better prepared to:

- Gain confidence in their customer service role
- Deliver a positive customer experience through diversity
- Apply advanced listening and responding skills
- Build customer loyalty through strategy
- Create self-awareness & emotional intelligence to manage relationships
- Understand the customer's business needs using critical thinking
- Anticipate customer needs
- Plan through task prioritization
- Listen fully and with focus
- Take ownership of problems and decision making
- Develop integrity, honesty, and trustworthiness
- Follow up to ensure completion
- Look for creative delivery of your brand

Course material and duration can be customised to suit your specific needs.

Aligned to Unit Standard 10053 at NQF L5

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