SPECIAL OFFER
GROUP BOOKINGS
10 DELEGATES OR MORE

UP TO **20%** OFF

3 DAY - R11 994.50

Customer Service Training

Raise levels of customer care with this practical training

An interactive customer service training to develop and fine-tune customer service skills, with two-day or three-day training options available.

14-16 SEP 2020

Manhattan Hotel,
Pretoria, SA

WHAT'S INCLUDED

Expert Facilitator
State Of The Art Venue
Arrival Tea, Breakfast
Buffet Lunch, Afternoon Tea
Training Material
Certificate

INFOPORT AFRICA
SIMPLIFY YOUR LIFE

Target Audience

This training is ideal for anyone seeking training in customer service and customer care. The majority of participants attending our customer services trainings are in customer facing or customer support roles, who want to develop their customer service skills and behaviors.

We are also experienced at providing bespoke training courses in customer services, as well as customized training programmes to meet specific organisation goals and service standards.

Our customer service training is always aligned to the most frequent method of communication used to connect with your customers e.g. face to face, telephone, email.

Aim of The Training

This training is specifically designed to develop the participants' skills and behaviors to offer exceptional customer care. It also empowers participants to provide effective solutions to customer facing problems, when they arise.

Course Objectives

By the end of this customer service training, the participants will have:

Adopted a consistent, professional style when speaking with customers

Developed skills in engaging with customers and handling their inquiries effectively

Listened effectively, asked questions and summarised to respond fully to a customer request

Identified ways they can add value to customer relationships and exceed expectations

Practised how to turn customer service disappointment into a positive experience

Testimonials from previous attendees

Very well presented, lots of personal experience. Knowledge shows through. - Macey Khumalo

Very engaging, which helped. Even where you think you deliver good customer service already, certainly gave food for thought in certain areas. - Abigail More

Really enjoyed – opened my eyes regarding customer service. - Thomas Makola

Very relevant and fulfilled our needs. - Lucy Dreyer

Fantastic trainer with an obvious high level of practical knowledge and understanding. - Mako Moloi

Our Facilitators

Our training facilitators are seasoned professionals with extensive experience in customer experience training and customer service training.

They have worked with businesses, governemnt groups, associations, and educational institutions of all shapes and sizes in such industries as healthcare, hospitality, automative services, retail, insurance, banking, oil and gas, and pharmateucicals.

Day One

Defining customer service

What does great service look like and feel like?
Sharing our own experiences of good and bad service
Responsibility for customer service
Stepping into your customers' shoes
Individual and group exercises, facilitated group discussion

Handling customer enquiries

Customer contact model and service standards
Creating lasting first impressions
Building and maintaining rapport
Using positive language and tone of voice
Demonstration, facilitated group review, pairs exercise with group review

Establishing customer needs and responding to requests

Questioning
Active listening – including taking notes
Summarising
Practical exercises in pairs and trios with group discussion

Handling work based customer requests

Identifying challenging customer requests
Responding to challenging customer requests assertively
Group discussion, short practice sessions in pairs with feedback

Day Two

Service recovery

Turning disappointment into delight
Identifying the nature of customer complaints
Responding to customer complaints
Introducing colleagues to resolve customer service issue
Group discussion, presentation, exercise with group review

Complaint handling practice

Practise brief
Practise sessions
Complaint handling practice sessions with feedback, group review

Building customer relationships

Relationship triangle – trust and loyalty
What differentiates us from our competitors?
Identifying ways to add value and exceed customer expectations
Following up
Presentation, revolving flipchart exercise in small groups, group review

Applying the learning and next steps

Review of learning and action planning
Training feedback

END OF 2 DAY TRAINING

Day Three

Communication Barriers

Types of Barriers
Delivering Effective Customer Service
Self-Assessments
Questions and Answers
Rapport with Customers
Meet Customer Expectations

Handling Difficult Customers

How to deal with Difficult Customers
Solving the Problem

Assertiveness Techniques

Structure Communication with Customers
Dealing with Difficult Situations

Body Language

Facial Expressions
Body Posture
Gestures

Generic Industry Knowledge
Culture Sensitization

Orientation
Grammar and Conversational English
Listening Skills

Product Knowledge
Process / Sales Training
Reinforcement of techniques through mock calls and role-playing

END OF 3 DAY TRAINING

ENQUIRIES

+ (27) 087 808 5797
+(27) 072 062 0166
http://infoport.africa/contact-us/
Email: info@infoport.africa
Web: www.infoport.africa

REGISTRATION LINK BELOW
https://infoport.africa/registration-form/