



Customer Service Inc. Telephone Skills

Introduction

In today's competitive business environment, good relations are essential to secure new and repeat business. This course emphasises the role that each person plays towards good customer relations within their organisation. Many people are unaware of the image they portray whilst involved in telephone communication. Time will be spent on developing delegates' telephone skills.

Benefits To You

An opportunity to appreciate the business value of providing excellent Customer Service. Gain skills in handling difficult customers. How to ensure that your personal style helps not hinders. Gain confidence in dealing with different types of people on the telephone.

Objectives

Agree the importance of Customer Service, identify ways to improve the quality of Customer Service, learn how to turn complaints into opportunities and analyse areas for self-improvement

- Introduction and Objectives
- What is Customer Service?
- What is the true value of giving Customer Service?
- Who are your Customers?
- First Impressions
- Effective Communications
- Staying effective on the telephone
- Planning the outgoing call
- Owning the Problem
- Assertiveness
- Handling Difficult Situations
- Building long-term relationships with Customers

Duration: One day