

Putting Customer First

Course Overview

Good customer service is of paramount importance for all businesses, large or small. It can directly affect customer loyalty and where potential customers choose to spend their money. Nevertheless, in order to surpass in customer service, any organization should adopt specific techniques and adhere to them. In line with this, this course introduces the essential concepts of customer service and then delves into effective customer service techniques and practice. Doing this successfully could potentially help organizations to excel and succeed in such a competitive business environment

Course Outline

- Getting to know each other
- Intrapersonal awareness
- Jumping to conclusions
- The narrow paradigm and the wide paradigm
- Understanding your customers effectively
- What makes your customers angry?
- Moments of truth
- Going the extra mile
- Body language tips
- Handling angry customers
- Asking questions
- Email netiquette

Learning Objectives

Upon completion of this course, participants will be able to:

- Understand the customer better
- Know how to delight customers
- Avoid jumping to conclusions
- Handle angry customers more appropriately
- Take a good advantage of every interaction with the customer
- Develop an action plan for providing exquisite customer service

Training Methodology

A variety of training methods are used on the course including PowerPoint presentation, discussions, exercises, and video clips.

Who Should Attend

This course is suitable for anyone who wishes to provide a distinguished standard of customer service.

Course Duration: TWO days from 9:00AM to 4:00PM

Registration Deadline: One week before the course date

Course Venue

Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

For Registration

- Logon to www.topbusiness-hr.com/Course_Register to fill a registration form. Alternatively you can request a registration form by mail from: training@topbusiness-hr.com.
- Payment should be made one week prior to course.
- Payment by cheque in Top Business's name or cash to our address.

For More Information

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