

Customer Service Excellence

Course Overview

This program helps employees understand the importance of good customer service. Superior customer service make use of customer experience and develop that to delight customers.

Course Methodologies

Apply all skills in the program through experiential learning activities using interactive practices, case studies, games and videos. This will support participants transfer knowledge to their workplace.

Course Outline

- What is Customer Service
- Developing the right attitude
- Interpersonal skills in Communication
- Communication process
- Internal and external customers
- Communication barriers
- Dealing with Difficult Customers
- After sales service
- Identifying the customer's needs
- Seeing things from customers' viewpoint
- Win- Win Strategies
- Dealing with complaints
- Building rapport and empathy
- Action Planning

Learning Objectives

On completing this module, participants will be able to:

- Identify techniques to connect customer service to company practices
- Develop the skills and practices essential for customer service focus
- Recognize internal and external customers and identify their needs
- Develop strategies for creating and maintaining satisfied customers

Who Should Attend

All personnel dealing with customers

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.

Registration & Payment:

- Course fees include soft copy of the material, coffee break, light lunch and certificate.
- Payment by cheque in Top Business name, cash to Top Business address or by bank transfer.
- Payment is due within 3 working days from course confirmation. Registration is confirmed only after course payment.
- Payment is non-refundable; however, participant can be substituted or attend next confirmed round of the same course or another course during the same calendar year.
- Payment is non-refundable in the event of a participant no show on the 1st day of the course.

For More Information

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