

# CUSTOMER SERVICE EXCELLENCE

Learn from influencers and experts. Sharpen your knowledge. Gain and share new ideas and best practices. Learn about the latest techniques and insights.



## About The Course

An interactive customer service training course to develop and fine-tune customer service skills. Effective customer service training empowers your employees with the right mindset and skills to provide high-quality customer service resulting in increased customer satisfaction rates, positive word of mouth and high customer retention rates.

## Course Outline

- What is customer service excellence
- Role of empathy in customer service
- Appreciative Listening & Discovery Questioning Skills
- Building customer relationships
- Handling complaints
- Service recovery

## Who Should Attend

This course is ideal for anyone in customer facing or customer support roles, who wants to develop their customer service skills and behaviors. Call centre staff being one example.

## Course Methodology

'MicroLearningLabs' are run in-house and last 90-120 minutes. These workshops are conducted online or face to face using experiential learning techniques that keep participants engaged.

## For Customizations and Inquiries Contact Us



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