

Customer Service Skills

Duration: ½ day

Purpose and aim of course:

This course has been developed to enhance the skills of front line customer facing staff in order for them to be able to make the most out of every customer interaction. This course aims to provide students the skills necessary to be able to effectively communicate with customers, either internal or external, in situations such as handling difficult situations and customers.

This unit is suitable for persons who are:

- front line employees handling face to face interactions with customers on a daily basis,
- looking to improve their customer's experience,
- seeking to educate staff on the importance of customer service skills and how to give great customer service in every situation.

Learning Outcomes

On completion of this course, learners will:

- understand the importance of providing great customer service,
- anticipate and understand customer needs by using effective communication skills,
- demonstrate great customer service skills ,
- be able to handle difficult customers and situations.

Materials:

Learners will receive all necessary material for this course including copies of presentation slides and exercises used in class.

Prerequisites:

This course is a stand-alone course and does not require any previous knowledge.