


Step by Step to Customer service Excellency



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**Who can apply:
corporate and individual**

- Anyone working in a customer facing role, who wishes to improve their performance
- Employees at any level of any organization who deal directly with customers, whether internal or external, and who want to hone their communication skills in a supportive and professional environment with the aim of maximizing customer satisfaction on the job.
- All companies who care with there customers>

A close-up photograph of a branch with several pink cherry blossoms. The flowers are in various stages of bloom, with some fully open and others as buds. The petals are a soft pink color, and the centers show yellow stamens. The background is a blurred, bokeh effect of more pink blossoms, creating a dreamy and pleasant atmosphere.

Course Outline

- Definition of Customer Service
- Customer Service Value
- Customers' Needs
- The Protocol of Customer Satisfaction
- Creating a Favorable First Impression
- Tips for positive customer service attitude
- Effective Communication with customer
 - Listening skills
 - Vocal communication
 - Nonverbal communication
 - Customer friendly language
- Customer Service Techniques



Most common reasons of complaint
Identifying A Complaint as A Gift
Customer dissatisfaction and exist
diagram

Negative Reactions in handling complaint
Handling Customer Complaints process

Hostility Curve

Telephone techniques

Customer Types

The 10 Commitment for Customer Contact