

# Course Outline | Improving Customer Service

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1 day(s)

## Overview

## Description

### Course Outline

#### Defining Customer Service

- What is customer service?
- Why is it important?
- Putting customer needs first
- Making the customer feel special and valued

#### Identifying Your Customers

- Internal customers
- External customers
- Finding out what your customers want and need

#### Meeting Expectations

- What impression do you create?
- Importance of timeliness
- Ensuring quality and consistency
- Setting expectations

#### Building relationships

- What impression do you create?
- Establishing rapport
- Keeping things professional
- Showing empathy - ensuring the customer feels listened to

#### Communication Skills

- The communication funnel
- The art of asking good questions
- Active listening skills
- Body language

#### Telephone Techniques

- First impressions count
- Methods of transferring calls
- Passing on messages
- Phrases to avoid on the telephone

#### Remaining Calm Under Pressure

- Understanding different customer types and how to handle them
- Handling unreasonable expectations
- What to say or do - what not to say or do
- Delivering bad news
- Problem solving in different situations

#### Preventing Customer Service Problems

- Understanding why customers complain
- Evaluation techniques

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- Measuring results