Quality Customer Service Training

BILGINC IT Academy
info@bilginc.com
bilginc.com

Duration: **1 Day**

Discover how to handle customers in a way that builds a foundation of trust and positive feedback.

This instructor-led Quality Customer Service Training course helps both employees and managers improve their attitudes about customer service in five critical areas:

1. Having a positive attitude toward customers
2. Encouraging customer feedback
3. Responding to customer problems
4. Developing long term relationships
5. Seeking to exceed customer expectations

Whether your customer is across the country or across the hall, understanding and meeting their needs is the first and last step to success. External customers drive sales and growth. Internal customers are the key to efficiency and profitability. Discover how the Quality Customer Service Training course helps you to contribute to the success of our organization by winning over customers with superior products and delivering outstanding customer service.

Who Should Attend?

Anyone in a service role who would like to manage their customer's expectations with an always-positive attitude, and learn the steps to turning angry customers into long-term clients,

What You Will Learn

Upon successful completion of the Quality Customer Service Training course, you will be able to:

- Explore the concepts and benefits of extraordinary customer service
- Set extraordinary customer service standards for your area
- Identify ways of building customer rapport
- Improve your listening skills
- Take control of every call
- Say “no” in a positive way
- Remain calm when the customer is upset
- Cool down a hot customer
- Implement strategies to avoid burnout

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Training Outline

Part 1: Winning with the Customer

- Do You Have What It Takes to Win with the Customer?
- Comparing Customer Service to a Refrigerator
- What Is Quality Customer Service?
- Four Reasons Why Quality Service is Important
- Adopting a Customer Service Perspective
- Why Winning at Customer Service is Important to You
- Summary

Part 2: Showing a Positive Attitude

- Why a Positive Attitude Is Important
- Communicate Your Best Image
- Monitoring the Sound of Your Voice
- Using the Telephone Effectively
- Staying Energized
- Summary and Follow-Up

Part 3: Identifying Customer Needs

- Identifying Customer Needs
- Understanding Basic Needs
- Recognizing Customer Timing Requirements
- Stay One Step Ahead of Your Customers
- Remaining Attentive
- Using a CRM System
- Summary

Part 4: Providing for the Needs of Your Customers

- Providing for Your Customers' Needs
- Meeting Basic Customer Service Needs
- Performing Important Backup Duties
- Sending Clear Messages
- Saying the Right Thing
- Selling Your Organization's Uniqueness
- Meeting the Computer Challenge
- Preparing for the Unexpected
- Summary

Part 5: Making Sure Your Customers Return

- Making Sure Your Customers Return
- Soliciting Customer Feedback
- Handling Complaints Effectively
- Getting Difficult Customers on Your Side
- Taking That One Extra Service Step
- Reviewing the Actions that Cause a Customer to Return
- Striving for Quality Customer Service

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