

Customer Service Basics



COURSE PURPOSE

This half-day workshop is aimed at anyone entering customer service, or wishing to refresh their skills.

It is envisaged that upon completion of the course participants will feel more confident in handling the general public, projecting a professional image, and be more capable of ensuring high levels of customer service.

DURATION

9.30am – 1.30pm

COST

Fee - \$150

What will be covered:

- **Who are my customers?**
How to identify Internal and External customers
- **Qualities of good customer service**
Take your service from good to exceptional
- **Handling Enquiries**
Face-to-face, phone, email and more
- **Dealing with difficult customers**
Effective Strategies to reach a resolution
- **Questioning Techniques**
The importance of effective questioning
- **Active Listening**
How it can impact every conversation

