

Delivering Superior Customer Service - 1 Day

How To Surpass Customer Expectations

Course Description: This one-day course is designed to teach the skills needed to impact customers with higher quality service. This course focuses on the behavioral side of customer service. Participants will learn how to handle agitated customers in a quality manner and reduce potential problems. Participants will learn techniques that communicate a caring attitude as well as change the customer's perception of the service being received.

Course Objectives:

- Review current hindrances facing organizations
- Analyze why every company should be concerned about customer service
- Compare customer expectations to customer deliverables
- Define customer service
- Evaluate customer expectations
- Break down top customer complaints
- Identify how to build credibility with customers
- Assess how to bond with customers
- Identify ways of persuading customers to provide more information
- Choose distinct connections every customer must receive
- Rate human factors which mislead communication
- Understand unspoken signals which distort communication
- Understand how to put active listening to work
- Select ways for handling problem customers
- Review methods for calming down irate customers
- Identify special care to the elderly or chronically ill
- Discuss feedback systems that work
- Measure warning signals that customer service is dying