

Customer Service Essentials Training

Course: 4669

- Duration: **1 day**
- Language: **English**
- Level: **Foundation**
- **7 Project Management Institute PDUs**

Providing outstanding customer service can make the difference between gaining, keeping, or losing a customer. In this one-day Customer Service Essentials training course, you gain foundational knowledge, leverage proven techniques, and apply best practices that will help develop and maintain mutually beneficial relationships with your customers, while continuing to grow your customer base.

No formal prerequisites are required to attend this course.

Customer Service Essentials Training Delivery Methods

- Attend online or bring this course to your facility
- After-course instructor coaching

Customer Service Essentials Training Course Information

Adopt a confident, consistent approach that ensures great service
Apply best practice communication techniques to connect with your customers
Choose and apply techniques that create customer loyalty and exceed expectations
Respond positively and constructively to customer problems

Customer Service Essentials Training Course Outline

Outline Course Information

- Assessing your attitude to customer service
- Practicing verbal and vocal skills
- Handling customer complaints and difficult situations
- Demonstrating empathy and building rapport
- Defining the Golden Rules for Success