

Customer Service

Every one of us serves customers, whether we realise it or not. Maybe you are on the front lines of a company, serving the people who buy your products. Perhaps you are an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you are a company owner, serving your staff and your customers.

The Customer Service course will look at all types of customers and how we can serve them better and improve ourselves in the process. Participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

Course Objectives:

- State what customer service means in relation to all your customers, both internal and external
- Recognise how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build good will through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

