

Course Description

Customer Service Excellence AMS215

7 Professional Development Units / On-line 6
7 Education Hours / On-line 6

Overview

A real world look at what you need to know when communicating with customers. Industry leaders agree that in today's competitive business environment, effective customer service is essential. This back to basics course will illustrate how to achieve excellence in customer service delivery.

Learning Objectives

- Acquire the knowledge necessary to provide superior customer service and make every customer feel like #1
- Identify the customer and understand the expectations of both internal and external customers
- Communicate effectively, both verbally and in writing
- Understand efficient telephone techniques
- Understand the best uses of voice mail
- Develop on the spot action plans to satisfy the customer and enhance your problem solving skills
- Learn to empathize and ask the right questions to identify the real problem
- Manage time under pressure, hold your composure and control stress
- Maximize personal productivity
- Prioritize tasks based on corporate objectives and customer expectations
- Build and maintain customer relationship skills



Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

Delivery Options

Duration

One day / On-line 6 hours

Who Should Attend

Managers, supervisors and front-line staff responsible for providing, managing and communicating service standards would benefit by taking this course.