



Customer Service Excellence

Training
Course Outline



Program Overview

Delivering first class customer service holds real benefits for an organization. Representatives who understand excellent customer service not only hold the key to customer retention & engagement but also make a real contribution to a positive work culture.

Our comprehensive course will build on your existing customer service skills and help you develop new strategies to improve service levels, understand and connect with your customers and facilitate constructive outcomes when dealing with customer dissatisfaction.

Duration

1 – Day Program

Learning Objectives

At the end of this training, participants will be able to:

- Identify what you and your organization have to offer customers and clients.
- Employ service excellence strategies to retain current and attract new customers
- Be perceived as a professional through body language, effective questioning and active listening
- How to enhance your people skills in dealing with different types of customers.

Target Audience

Any professional who directly deals with customers, Customer service Providers, Sales Representatives, Receptionists and Telephone Handlers, Front liners and all other professionals.

Project Structure and Outline

The Program is delivered using a combination of instructor-led discussion, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- **Customer Service Excellence Commitments and Ethics**
 - ✚ Providing consistent service
 - ✚ Personal accountability
 - ✚ Making and Honoring commitments

- **Importance of Service Attitude**
 - ✚ Attribute – Skill – Knowledge
 - ✚ Characteristics of a customer service attitude
 - ✚ Impact of Good Customer Service attitude
 - ✚ Required characteristics to provide excellent customer service

- **Developing Professional relationships within the organization**
 - ✚ Establishing effective relationships with others in your organization
 - ✚ Concepts and Benefits of teamwork

- **Elements of Communication**
 - ✚ Customer differentiation
 - ✚ Verbal and Non-verbal communication
 - ✚ Barriers to Communication

- **Effective Problem Solving Skills in Customer Service Management**
 - ✚ Skills required for effective problem solving
 - ✚ Steps involved in problem solving
 - ✚ Basic concept on Conflict resolution and negotiation skills

- **Complaint Management Skills**
 - ✚ Best Practices in managing Complaints
 - ✚ Recovery Guidelines
 - ✚ Complaint handling process
 - ✚ Habits and situations to avoid when interacting with different types of customer

- **Workshop**



Why Choose SAS Management Inc.

We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:

Key Affiliations/Accreditation	Key Partner Programs	Key Partners
 	 	    
		   