



Team Power International
Where Your Winning Future Begins

Get in Touch:

P.O. Box 34970 Dubai, United Arab Emirates
Tel. No.: +971 4 2941288 Fax: +971 4 2941228
Email: ts@teampower.ae
www.tpidubai.com | www.strategictalk.com



**LEADERS IN APPLIED
INTERACTIVE TRAINING**

CS17E



**In-House
Training**

CUSTOMER SERVICE SKILLS

An engaging four-day customer service training course to develop and fine-tune customer service skills.



OVERVIEW



PRIMARY OBJECTIVES & BENEFITS

Do you impress your customers every time you interact with them? You must go beyond simply delivering your product and develop strong relationships with your customers. It is essential that you provide a unique customer experience by proactively anticipating your customers' needs and expectations, exceeding them every single time.

This workshop will help participants to:

1. State what client service means in relation to all their clients, both internal and external.
2. Recognize how their attitude and communication styles affect clients' service.
3. Identify their communication barriers and develop strategies to overcome it.
4. Explain the fundamentals of interacting with customers in person.
5. Effectively handle interactions with customers from other cultures and customs.
6. Coping and dealing with difficult customers and situations.



WHO SHOULD ATTEND?

All customer service, technical and support staff, managers and team leaders who support or work with either internal or external customers.

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CUSTOMER SERVICE SKILLS

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Module 1 - Who We Are And What We Do

- Who Are Customers?
- What Is Customer Service?
- Who Are Customer Service Providers?

Module 2 - Establishing Your Attitude

- Appearance Counts! (even if not in person)
- The Power of a Smile
- Staying Energized
- Staying Positive

Module 3 - Identifying And Addressing Customer Needs

- Understanding the Customer's Situation
- Staying Outside the Box
- Meeting Basic Needs
- Going the Extra Mile

Module 4 - Generating Return Business

- Following Up
- Addressing Complaints
- Turning Difficult Customers Around

Module 5 - In-Person Customer Service

- Dealing with At-Your-Desk Requests
- Advantages of In-Person Customer Service
- Disadvantages of In-Person Customer Service
- Using Body Language to Your Advantage

Module 6 - Providing Customer Service Over The Phone

- Advantages of Telephone Communication
- Disadvantages of Telephone Communication
- Telephone Etiquette
- Tips and Tricks for Providing Customer Service Over the Phone

Module 7 - Providing Electronic Customer Service

- The Advantages and Disadvantages of Electronic Communication
- Understanding Netiquette
- Tips and Tricks
- Examples: Eliminate Electronic Ping Pong

Module 8 - Recovering Difficult Customers

- De-Escalating Anger
- Establishing Common Ground
- Setting Your Limits
- Managing Your Own Emotions

Module 9 - Understanding When to Escalate

- Dealing with Vulgarity
- Coping with Insults
- Dealing with Legal and Physical Threats

Module 10 - Ten Things You Can Do to WOW Customers Every Time

- Ten Tips
- Ten Things You Can Do to WOW Customers
- Wrapping Up
- Words from the Wise
- Action Plans and Evaluations

PROGRAM HIGHLIGHT

Duration: 4 days

Date: To be Agreed with the Client Organization

Timing: 8:30 am to 2:30 pm daily

Venue: Suitable & fully equipped venue
(to be provided by Customer)

Notice required: 10 working days

Language: English or Arabic

Material: Participants will be provided with high quality handouts

Certificates: Certificates of Achievement shall be provided to participants upon successful completion of the training program

Fees: Inclusive of facilitator's fees, materials and certificates