Customer Service Training Course Description

Customer Service Principles

- What are the fundamentals of customer service principles?
- How to interact with different types of customers and different personalities?
- What customers want and how to satisfy them?

Questioning Techniques

- How to encourage a customer to give you more information by using correct questioning techniques?
- How to use leading questions?
- How to sequence your sentences for maximum effect?

Emotional Intelligence

- How to empathize with customers and maintain rapport?
- How to show you understand the customer and care about their problems?

Customer Service Scenarios

- What does it mean to handle a customer professionally?
- What are the common challenging customer service scenarios and how to handle them?
- How to handle angry customers?
- How to handle swearing customers?
- How to handle mistrustful customers?
- How to handle demanding customers?
- How to handle a developing long queue?

Handling Complaints

- How to handle complaints?
- What are the principles of handling unhappy customers?
- How to deliver a "Soft No"?

Telephone Skills

- How to handle phone calls?
- How to put a customer on hold?
- How to refer a customer to a colleague?
- How to end a phone call?

Body Language

- What body language signals are most critical for a great first impression?
- What gestures put customers at ease and let you establish rapport with them?
- How to spot the lies through body language?

By the end of this course, participants will be able to:

- Apply the **essential principles** of customer services to anyone who wants your 'output'
- Ask **effective questions** from customers to get **results**
- Use **empathy** to maintain **rapport** with customers
- Professionally **respond to a customer's demands** & requests while maintaining rapport
- **Sequence your sentences** effectively to get maximum results
- Handle **phone conversations** professionally
- Read and interpret **body language** signals and use them to enhance your communication skills
- Defuse **uncomfortable interactions** with customers and professionally respond to any problems as they arise