

Atassh Consultants

Knowledge Processing House, Since 1991

SYNOPSIS – 'Customer Service'

Introduction: Objectives of a Customer Service Skills Program:

1. To ensure a common base level of competence in customer service skills by all employees. These skills include:
 - Listening.
 - Assertiveness.
 - Communication, especially the use of clear English.
 - Effective passing on of work to colleagues.
 - Handling complaints constructively.
2. To reinforce understanding of each employee's internal and / or external customer's area.
3. To reinforce any other quality improvements taking place concurrently within the sales organization.
4. To encourage constructive problem – solving through prompt personal action by every employee.

Module: Program duration 4 Days

- Why Customer Service Matters?
- What is Different about Good Service?
- Performance Standards.
- Turn Complaints into Opportunities.
- Listening to Customers.
- Assertiveness and Good Service.
- Effective Customer Communications.
- Internal Customers.
- Personal Action Planning.
- Self - Assessment Materials.