

Customer Service Excellence

Program Highlights:

Excellence in customer service is essential. Companies today offer many similar products but what sets them apart is the intangible offering companies provide their customers. Positive customer service experiences give your customers a competitive edge. This program teaches participants how to really know their customers and their expectations as well as how to meet the customers' expectations.

Your trainer will walk participants through how you and your company impact your customer. The trainer will also discuss requirements to customer service excellence that without, your customers will not feel their best about you.

Who Should Attend:

Our training program benefits any service associates who interact with internal and external customers.



Benefits:

- Learn how to quickly discern who (both internal and external) your customers are
- Discuss handling all the ways customers share their experiences with your businesses



Stand Out!

Course Outline

	DESCRIPTION
UNIT 1: Know your customers	<ul style="list-style-type: none">• Who are your customers?• How do they feel about you, your products and services?
UNIT 2: Customers expectations	<ul style="list-style-type: none">• Meeting your customers expectations• How you can exceed your customer's expectations?
UNIT 3: Sharing experiences	<ul style="list-style-type: none">• Ways your customers share experiences• How can you benefit from the multitude of ways your customers share expectations?
UNIT 4: Impacting the customer	<ul style="list-style-type: none">• How much impact do you have?• Impact each and every interaction you have with your customers
UNIT 5: Requirements	<ul style="list-style-type: none">• Review the necessary requirements for the paradigm shift to achieving service excellence