



Training Topics:

- Introduction to customer service
 - Elements of good customer service
 - Creating positive impressions
 - Customer service qualities
- Exercise: what does the customer desire?
- Internal and external customers
- Exercise: The Watch
- Rules for great customer service
- Understanding and managing customer expectations
 - Understanding customer expectations
 - Setting expectations
 - Case Study: moments of truth in customer service
- Simulation: customer service situations
- Do's and Don'ts of customer service
- Handling difficult customers
 - Activity: blind drawing
 - Information gathering
 - Empathy
 - Affirmation
 - Reassuring
 - Simulation: irate customer

Role plays: handling different types of customers

List of Activities

- Questionnaire
- Exercise - Customer Desire



- Exercise -To identify internal customers
- Exercise - The 'Watch'
- Case Study - Understanding Customer Expectations
- Exercise - Customer Services
- Activity - Describe what you see in this picture?
- Case Study - A bitter pill to swallow
- Exercise - Situations
- Exercise - Ten Commandments of good customer service
- Activity - Hear me through
- Activity - Blind Drawing
- Simulation -Irate Customer
- Activity - Handling different types of customers

Training Hours:

The duration of the training program will be 8 hours