



## Training Topics:

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### **Managing Customer Expectations:**

- Understanding customer needs and customer expectations
- Managing customer expectations
- Managing the perception of customers
- The 'Golden Rules' of ensuring customer satisfaction

### **Good Etiquette in Customer Service**

- Customer Expectations
  - Handling Customers Effectively
  - Understanding Customer Expectations
  - Managing Customer Expectations
  - Keeping the Customer informed and involved
- Essentials of Customer Service
  - Developing customer service orientation
  - Handling 'Moments of Truth' in the customer interaction process
  - Essentials of quality customer service

### **Developing effective probing skills**

- Asking the right questions
- Paraphrasing
- Summarizing

### **Handling the different customer types**

- Aggressive/demanding customers
- Analytical customers
- Amiable customers
- Irate customers



## Empathy

- Understanding the difference between 'Empathy' and 'Sympathy'
  - The 4 A's of Empathy
    - Acknowledge
    - Appreciate
    - Affirm
    - Assure
  - Using the right phrases to empathize
- **Role Play Simulations:**
    - Multiple role play scenarios will be simulated based on the challenges that the participants face on a regular basis
    - As many participants as possible will be involved
    - Feedback from the facilitator as well as peers will be used as learning tools
    - Participants will be assisted to create individual improvement action plans

## Training Hours:

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The duration of the training program will be 3 to 6 hours based on the needs of each client.

## Resources Required:

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- Momentum Training Solutions will conduct the training
- Maximum number of participants to a session will be 15 per session
- The training will be conducted on a virtual platform (mutually agreed on before the session)