



Client/Customer Service Training

Full Day Course
9:00am – 4:00pm

Topics Covered:

Module One: Getting Started

- ❏ Icebreaker
- ❏ Ground rules
- ❏ The parking lot
- ❏ Workshop objectives
- ❏ Action plans and evaluation forms

Module Two: Who We Are and What We Do

- ❏ Who Are Customers? (internal/external)
- ❏ What is Customer Service?
- ❏ Who Are Customer Service Providers?

Module Three: Establishing Your Attitude

- ❏ Appearance Counts! (even if not in person)
- ❏ The Power of a Smile
- ❏ Staying Energized
- ❏ Staying Positive

Module Four: Identifying and Addressing Their Needs

- ❏ Understanding the Customer's Problem
- ❏ Staying Outside the Box (not jumping to conclusions)
- ❏ Meeting Basic Needs
- ❏ Going the Extra Mile

Module Five: Generating Return Business

- ❏ Following Up
- ❏ Addressing Complaints
- ❏ Turning Difficult Customers Around

Module Six: In-Person Customer Service

- ❏ Dealing With At-Your-Desk Requests
- ❏ The Advantages and Disadvantages of In-Person Communication
- ❏ Using Body Language to Your Advantage

Module Seven: Giving Customer Service over the Phone

- ❏ The Advantages and Disadvantages of Telephone Communication
- ❏ Telephone Etiquette
- ❏ Tips and Tricks



Module Eight: Providing Electronic Customer Service

- ❏ The Advantages and Disadvantages of Electronic Communication
- ❏ Understanding Netiquette
- ❏ Tips and Tricks
- ❏ Examples: Chat or e-mail

Module Nine: Recovering Difficult Customers

- ❏ De-Escalating Anger
- ❏ Establishing Common Ground
- ❏ Setting Your Limits
- ❏ Managing Your Own Emotions

Module Ten: Understanding When to Escalate

- ❏ Dealing with Vulgarity
- ❏ Coping with Insults
- ❏ Dealing with Legal and Physical Threats

Module Eleven: Ten Things You Can Do To WOW Every Time

- ❏ We'll share our tips at the workshop!

Module Twelve: Wrapping Up

- ❏ Words from the Wise
- ❏ Review of Parking Lot
- ❏ Lessons Learned
- ❏ Completion of Action Plans and Evaluations



Course Details:

Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enrol online.

Envisage Training:

- Computer Training
- ICT & Software Applications
- Instructor-Led Online Training
- Professional Development
- Room & Equipment Hire
- Training Needs Analysis

Delivery Modes:

- Scheduled Courses
- In-House & On-Site
- Instructor-Led Online Training
- Customised Courses

ENVISAGE
TRAINING



Tel: (07) 3325 3267

Fax: (07) 3264 4488

Post: PO Box 731

Albany Creek QLD 4053

Email: info@envisagetraining.com.au

Web: www.envisagetraining.com.au

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CCST

Duration:

1 Full Day

Who should attend:

Each and every one of us serves customers, whether we realise it or not. Maybe you're one of the frontlines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by processing their Wages and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

This workshop will look at all types of customers and how we can serve them better and improve ourselves in the process.

Related Courses:

Why not extend on what you have learned in this course? Envisage Training's basic, intermediate, and advanced ICT courses will provide you with the training needed to give you every advantage.