



Ten Best Practice Customer Service Techniques - Mini Course

Certificate: None

Duration: Half day

Course Delivery: Classroom/ Virtual

Language: English

Credits: 5

Course Overview:

How to deal with an angry customer?

How to handle the requests for discounts in a professional manner?

How to turn negative experiences into positive ones?

These are some of the quick best practice customer service techniques you will be able to easily teach your team with this half-day mini course. Empower your team with ten best practice customer service techniques to professionally deal with some of the most common customer interactions.

Course Outline:

- The service recovery catch

- When dealing with angry customers and customers showing strong emotions
- When you want customers to do something or follow your direction
- When the customer is arguing
- When the customer tells you they are having an issue
- When the customer expresses displeasure
- When turning negative experiences into positive ones
- When customer has been given wrong information
- When we are in the wrong
- When a customer requests a discount
- When a customer threatens to defect to competition

Target Audience:

Customer Service Staff

Prerequisites:

There are no formal prerequisites.

Course Materials:

Students will receive a course manual with presentation slides and reference materials.

Technical Requirements:

For eBooks:

Internet for downloading the eBook

Laptop, tablet, Smartphone, eReader (No Kindle)

Adobe DRM supported software (e.g. Digital Editions, Bluefire Reader)

eBook download and activation instructions

Certification:

Once after the training you receive course completion certificate from Mangates