

Syllabus

COURSE SPECIFICATIONS

DURATION

Training is given in 2 days
(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

Frontline customer service advisors who work directly with disappointed and/or dissatisfied customers

DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

CERTIFICATION

Training Certificate

ACCREDITED BY EMPLOI-QUÉBEC

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Corporate Training

"Customer service" Series

Effective complaint resolution

DESCRIPTION

Effective complaint resolution is designed for frontline customer service advisors who work directly with customers . Participants attending this training will learn how to effectively deal and resolve complaints and retain the customer. There are techniques for regaining the customer's goodwill and building a lasting relationship even after things have gone wrong. Applying the behaviours, methods and skills in this course will help create a service recovery culture.

OBJECTIVES

- To recognize the importance of complaint resolution.
- To gain awareness and knowledge of behaviors, techniques and skills to effective service recovery.
- To implement effective service recovery within the organization.

COURSE CONTENT

INTRODUCTION TO SERVICE RECOVERY

- Importance of complaint resolution
- An opportunity ... rather than a nuisance
- Common mistakes
- Customers perception of effective complaint resolution
- Customer expectations when things go wrong

RESTORING CUSTOMER CONFIDENCE

- Attitude
 - Taking control
 - Positive self-talk
 - Taking ownership
 - Form partnerships
- Confidence
 - Communication
 - Assertiveness

DEALING WITH DISAPPOINTED AND/OR DISSATISFIED CUSTOMERS

- The psychology of anger
- Defusing upset customers

PROBLEM SOLVING AND NEGOTIATION

- Seek resolution and communicate an action plan
- Negotiation

CONCLUSION

- Keeping promises
- Following-up
- Building a lasting relationship

Elaborate a personal action plan