

Syllabus

COURSE SPECIFICATIONS

DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

All frontline associates and service staff in back-up and support roles.

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

TELEPHONE :
(514) 365-8397

EMAIL:
info@solutionsandco.com

WEBSITE:
www.solutionsandco.com



Corporate Training

"Customer service" Series

Fundamentals of Customer Service

DESCRIPTION

Fundamentals of Customer Service deliver an overview of the basics of customer service. It presents guidelines and best practices for providing excellent customer service that will enable frontline associates and service staff in back-up and support roles to build, maintain, and increase a loyal customer base.

OBJECTIVES

Allowing the participant to:

- To identify the basic concepts of customer care.
- To recognize the importance of delivering excellent customer service
- To develop a service-oriented spirit, a positive and proactive attitude toward the customer.
- To acquire the basic practices, guidelines and methods to deliver a high level of customer service

COURSE CONTENT

Understanding Customer Service

- Defining customer service
- Identify customer's expectations
- How customers evaluate service
- Committing to provide excellent customer service

Building knowledge for success

- Knowing your company (History, mission and vision)
- Knowing your product
- Knowing your customer

Developing tools for customer care

- The Golden rule
- Professional image
- Rules of etiquette
- Positive attitude
- Taking responsibility
- Desire to help
- Communication skills

Focusing on the Customer

- Create a positive first impression
- Identify and help meet the customer's needs
- Create a positive last impression

Elaborate personal action plan