

# Customer Service Training: The Fundamentals (FUNCUST, 1 jours)

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## Description

The course Customer Service Training: The Fundamentals explores the essential skills, techniques and tools needed to deliver customer-centric client service. Whether you work at a reception desk, in sales, at a call centre, provide on-location service, or any other client-focused role, the key to business success is customer service. What is good customer service? What does your customer expect and need? How can you successfully manage difficult situations? How do you address chronic issues or deal with unexpected events? Developed for employees who work directly with clients, as well as call-centre and and client-service personnel, this interactive course uses a combination of theory, scenarios, role-playing and case studies to help you practice the skills you need to excel in your vital role for the organization.

## Tarifs

- Tarification: \$850/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

## Plan de cours

### What is Customer Service?

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What is Customer Service?

What Shapes Customer Expectations?

Why Is Good Service Hard to Find?

What is the Cost of Bad Customer Service?

### Becoming a Customer-Centric Organization

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What Is Your Business? What Do You Do?

Who Are Your Customers?

What Does Customer Service Mean In Your Organization?

What is a Customer-Centric Organization?

What Are Your Customer Service Goals?

You are Your Organization's Ambassador

### It Starts with You

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Hopes and Fears of Customer Service Providers

12 Essential Skills for Customer Service Providers

Building Your EQ

How to Keep Positive and Energized

How to Set Limits

### Effective Communication

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What Is Effective Communication?

Barriers to Communication

Active Listening Principles

Advantages, Disadvantages, Tips and Etiquette for Different Service Channels

### Delivering Stellar Service

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Top Mistakes in Delivering Customer Service

First Things First – Prioritize their Needs

Address Complaints

Be Creative and Go the Extra Mile

Follow Up (Close the Loop)

Know When and How to Escalate

Build the Relationship for the Long-Term

Navigating Difficult Situations

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Communication and De-escalation Techniques

Handling Angry Customers

Handling Insults, Sexism, Racism, Trolls and other Ignorant Behaviours

Handling a Customer Who Wants a Personal Relationship

Handling Physical or Legal Threats

Course Wrap Up

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Your Action Plan

Top Take-Aways