

Customer Service Skills

Audience: Anyone

Prerequisites: None

Course Duration: 1 day

Course Level: Beginners & Intermediate

Every time you offer your service or products to another person, you become a customer service representative and that person is now your customer. Anyone involved in business or organisation therefore needs to know the principals of effective customer service skills. Knowing how to deal with customers in difficult situations, how to response to their requests or concerns or simply providing a positive and memorable experience for your clients helps you and your company to rise above the competition. Customer service is a skill which can be learned and mastered through practice and persistence.

This course introduces delegates to the core principles of customer services. By employing these values and adopting the correct attitude, delegates will be able to handle the vast majority of customer interactions with ease no matter how unusual or complicated they are.

The focus of the course is to teach handling customer service scenarios through a variety of examples as this is the quickest way that delegates learn. Examples are provided for many environments such as retail, face-to-face customer service, help-desk, client meetings, call centre support, medical support and so on. Delegates also explore a number of methods to handle customer complaints, learn how to say 'no' and discover how to tackle different challenges professionally.

By the end of this course, participants will be able to:

- Apply the **essential principles** of customer services to anyone who wants your 'output'
- Ask **effective questions** from customers to get **results**
- Use **empathy** to maintain **rapport** with customers
- Professionally **respond to a customer's demands** & requests while maintaining rapport
- **Sequence your sentences** effectively to get maximum results
- Handle **phone conversations** professionally
- Read and interpret **body language** signals and use them to enhance your communication skills
- Defuse **uncomfortable interactions** with customers and professionally respond to any problems as they arise

See the following page for more detail on what you will learn on this course.

Customer Service Skills

In this highly practical course you will learn:

Customer Service Principles

- What are the fundamentals of customer service principles?
- How to interact with different types of customers and different personalities?
- What customers want and how to satisfy them?

Questioning Techniques

- How to encourage a customer to give you more information by using correct questioning techniques?
- How to use leading questions?
- How to sequence your sentences for maximum effect?

Emotional Intelligence

- How to empathise with customers and maintain rapport?
- How to show you understand the customer and care about their problems?

Customer Service Scenarios

- What does it mean to handle a customer professionally?
- What are the common challenging customer service scenarios and how to handle them?
- How to handle angry customers?
- How to handle swearing customers? How to handle mistrustful customers?
- How to handle demanding customers? How to handle a developing long queue?

Handling Complaints

- How to handle complaints?
- What are the principles of handling unhappy customers?
- How to deliver a "Soft No"?

Telephone Skills

- How to handle phone calls? How to put a customer on hold?
- How to refer a customer to a colleague? How to end a phone call?

Body Language

- What body language signals are most critical for a great first impression?
- What gestures put customers at ease and let you establish rapport with them?
- How to spot the lies through body language?