



CONNECT THE DOTS

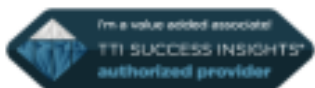
Training & Consulting cc

This course is delivered online

CUSTOMER SERVICE EXCELLENCE



Your Lifelong Learning Partner



ENROLLMENTS

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"We Train Your Employees For Strategic Execution"



Excellence is not a SKILL, its an ATTITUDE!

Customer Service Excellence aims to bring professional, high-level customer service concepts into common currency by offering a unique improvement tool to help those delivering services put their customers at the core of what they do. Excellent customer service involves meeting and surpassing expectations. It means showing the customer how important he or she is to you and the business by interacting with him or her in a friendly helpful and positive way. This course will introduce you to Customer Service Excellence

What will I learn?

By the end of the course, you will be able to:

- Understand how to manage and master your-SELF and others with heightened levels of emotional intelligence
- Understand the importance and need for being customer focused during service delivery
- Identify the types of customers you deal with and learn the skill of how to handle them professionally
- Use communication skills effectively
- Understand and apply the new 7P's within your environment as cornerstone principles of customer service excellence



WHO SHOULD ATTEND

- Anyone in the service industry dealing with internal / external customers
- Customer service representatives
- Technical and support personnel,
- Field service representatives
- Account managers, credit and billing specialists
- Managers who want customer service training in order to reinforce their skills and train their staffs.
- Front line personnel

Course Information

Days: 2 days

Hours: 16 hours

HOW WILL I LEARN?

This is a full 2 day ONLINE course done virtually.

Materials and learning aids

Your will receive all learning materials prior to the start of the relevant module where applicable. Links and e-material etc. will be sent to you via email.

Engagement with experts

Facilitator engagement sessions will be held in an online classroom. These sessions will be interactive and engaging, giving you an opportunity to engage with the information presented and with our expert facilitators / coaches.

Online chats and support

Our online platform allows for chats to give you the opportunity to interact with your peers and facilitators in real time. Moderators will have monitor the chats to ensure you are supported throughout the training day and to ensure all your questions get answered timeously.

Roleplays, activities, group discussions and exercises

These are done online using break-away rooms when required. The moderators and facilitators will manage these with you comfortably.

Assessments and Evaluations

Assessments will be done online, these are managed through multiple choice questions, polls and questions from the facilitator. Evaluations must be completed by the end of each training session.

Certificates

Certificate of completion will be issued 3 days after the training and will be emailed to you individually.



COURSE BREAKDOWN



1. SELF Profiling – SELF profile to understand behaviours related to Emotional Intelligence.

2. Customer Focused Service Delivery - Customer focus helps you understand how to put your customers' needs first. We focus on shifting your mindset to creating a culture dedicated to enhancing customer satisfaction and how to build strong customer relationships.

3. Types of Customers and how to handle them - focus on customers should primarily be to make them aware of your services, win their trust, and lead them towards understanding that their first choice is you and your organisation.

4. Communication skills – helps you to understand how best to communicate internal and external customers and gives you a strong communication model as a tool to for effective communication.

5. The New 7P's of Customer Service Excellence - customers and needs change rapidly, you must continually revisit these seven Ps to make sure you're on track and achieving the maximum results possible for you in today's marketplace. These seven are:

- Private
- Patient
- Polite
- Perceptive
- Professional
- Pragmatic
- Perseverant

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