

Customer Service Skills

Customer service is the frontline of interaction with those you serve. Learn how to deliver outstanding customer service with this course.

No Modules: 5

Duration: 75min

Level: Introductory

Module 1: Know Your Customer

What's covered?

This module explores the different types of customer and the importance of meeting the customer's needs, both stated and un-stated. We will look at ways in which you can get to know your potential customers and how you can inform them of your organisations products and services. The more information you know about your customers, the more able you'll be to meet their needs and deliver a positive experience.

Module 2: Maintaining Existing Customers

What's covered?

This module explores 'moments of magic' and how these 'moments' can generate return business. This involves providing great customer service and exceeding customer expectations. We will look at communication between the customer and the organisation and the importance of a customer care strategy.

Module 3: Approaching New Customers

What's covered?

This module explores the interaction between the organisation and its customers. We will look at the importance of knowing your product, building a rapport and understanding the customer's needs. You must gather information, present solutions, handle objections and gain commitment to make the sale.

Module 4: Telephone Manner

What's covered?

This module explores using the telephone in the workplace and how to answer and make calls professionally. You won't always have the knowledge or information to be able to help a caller with their enquiry and so this module gives advice on how to deal with such instances, from transferring calls and taking messages to putting the customer on hold. You only get one chance to make a first impression, this module will help you to make it a good one.

Module 5: Handling Complaints

What's covered?

This module looks at handling complaints in the workplace. We will explore body language and the clues that can be gathered from it. We will look at types of complaints and how to resolve them efficiently.