



CUSTOMER SERVICE
EFFECTIVENESS

What is Customer Service?



COURSE SPECIFICATIONS



FORMAT

- Lunch & Learn



DURATION

Training is given in 1 hour (60 minutes) to provide maximum impact and optimum use of time.



TARGET AUDIENCE

This workshop is for anyone who needs to interact effectively with customers.



DELIVERY METHOD

Focusing on a specific topic, our "Lunch & Learn" sessions are a simple, effective and powerful way to tackle best practices ... in small bites.

A formula that develops, stimulates and promotes a learning culture.

Hosting up to 20 participants, these sessions are interactive and dynamic.



LANGUAGE

Available in:

- French
- English

DESCRIPTION

Everyone has their own definition of what customer service is. Often it comes down to one sentence: "Treat others as you would like to be treated." which assumes that everyone offers a service according to their own priorities and requirements. Quality service goes beyond a simple smile and the ultimate goal is not just to satisfy the customer.

This workshop demystifies customer service, presents a single definition so that everyone has a common language. It helps to realize not only its importance to the success of the organization, but the skills required to provide quality service.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Extend the usual definition of "Customer Service";
- Define and recognize the needs and expectations of the clientele;
- Become aware and understand the importance of quality customer service.

COURSE CONTENT

CUSTOMER SERVICE

- Understand customer service
- Beyond the "Golden Rule"
- Know my clients

KNOW CUSTOMER'S EXPECTATIONS

- Customer expectations at the heart of the service
- Determine the expectations of my clients

CREATING A TRUSTING RELATIONSHIP



Tél. : 514-365-8397



Fax. : 514-365-8940



info@solutionsandco.com



www.solutionsandco.com

