What is Customer Service?

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