



CUSTOMER SERVICE
EFFECTIVENESS

Telephone Skills for Customer Care



COURSE SPECIFICATIONS



FORMAT

- In-house



DURATION

Training is given in a half day (3 hours).

(The content and the duration of this session can be adapted for a personalized on-site training.)



TARGET AUDIENCE

All employees who deal with customers on the telephone



DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



LANGUAGE

Available in:

- French
- English



CERTIFICATION

Training Certificate



DESCRIPTION

Telephone Skills for Customer Care will enable participants to better understand the messages and language that customers use; to understand how to identify and handle telephone calls. It will provide them with questioning techniques and improve their listening skills so that they will be better able to deal with customer requests. It will give them a deeper understanding of how to deliver real quality customer service and how to retain customer loyalty.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Raise self-awareness of professional telephone manners.
- Increase communication skills on the telephone

COURSE CONTENT

INTRODUCTION

- An opportunity
- Defining Customer Service
- Reasonable expectation
- A chain is only as strong as its weakest link

COMMUNICATION SKILLS

- Communication
- Verbal, non-Verbal and para-Verbal communication
- Verbal, non-Verbal and para-Verbal communication on the phone
- Five qualities of a good telephone voice

THE STEPS TO CUSTOMER COMMUNICATION

1. Being ready for Customer Contact
2. Making contact
3. Analyzing the situation
4. Establishing an agreement
5. Dealing with the situation
6. Conclusion

MANAGEMENT OF CUSTOMERS BASED ON THEIR PROFILE

PERSONAL ACTION PLAN



Tél. : 514-365-8397



Fax. : 514-365-8940



info@solutionsandco.com



www.solutionsandco.com

