PROFESSIONAL DEVELOPMENT TRAINING

3158 3955

REQUEST QUOTE

1.0 DAY COURSE

Customer Service Training

Providing a positive customer service experience to your customers in Singapore is crucial when working with new clients and creating opportunities for repeat business and/or sales. Do you create "Raving Fans" every time you interact with your customers?

Attend this Customer Service training course from PD Training and discover how to positively connect with your clients and create "Raving Fans". This course teaches you the skills and techniques for retaining your valuable clients and winning repeat business in any scenario like how to dress for the role, providing high levels of attention and follow up, questioning techniques, using and reading body language, dealing with unhappy customers and much more.

Organizations and individuals will become more customer service oriented by completing this engaging and insightful course.

The Customer Service training course can be delivered at your premises anywhere in Singapore by one of our expert local or international trainers or you can attend one of our publicly scheduled courses.

Contact us today for a group quote.

What You'll Gain:

Do you create positive, lasting impressions with your clients whenever you interact with them? Have you retained your old clients while attracting potential new ones? If your answer is "NO", then your company's customer service process may require some improvement. In order to gain loyalty and magnetize potential clients to do business with you, an organization in Singapore must provide world-class service to them.

In order to create a positive customer satisfaction experience, the organization must provide an exceptional customer service and exceed your customers' expectations with each interaction. In order to achieve this it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deliver exceptional customer service?
- Currently how do you improve your Customer Service Skills and approaches?

- Do you strive to continuously improve your customer service?
- Do you listen to your customers and their needs?
- Do you currently listen effectively to uncover the customer's true needs?
- Are internal customers understood and prioritized?

This Customer Service Training Course is for professionals who want to make a significant contribution to their company's image or bottom line by consistently providing exceptional customer service to their clients.

Outcomes

After completing this course participants will be able to:

- Explain what customer service means in relation to internal & external customers
- Recognize how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate return business
- Practice techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customers
- Acquire tools for recovering difficult customers
- Understand when to escalate

Modules

Lesson 1: Brand Ambassador or Brand Assassin?

- What is Customer Service?
- Who I Interact with and What I Do
- Defining Customer Service
- Customer Touchpoints
- Why Customers Leave
- Changes in Customer Behaviour
- Why We Should Keep Customers

Lesson 2: Customer Diversity

- Cultural Diversity and the Global Customer
- A Considered Approach
- Generational Differences
- Serving Different Generations

Lesson 3: We Choose to Serve

- Do we Choose to Serve?
- Customer Empathy
- Is Replacing Customer Service with Robots a Good Idea?
- Stepping Into Your Customer's Shoes
- Principles of Great Service
- How Well do You Apply the Principles of Great Service?

Lesson 4: Communication – the Key to Great Service

- Listening
- Active Listening
- Writing
- Written Communication
- Personal Style
- How Personal Style Influences Customer Service

Lesson 5: Navigating the Negatives

- Learning from Worst-Case Scenarios
- The Power of Leaning In
- The 'First' Response
- The Steps of Acknowledgement
- Practising the Steps of Acknowledgement
- Tough Customer Situations

Lesson 6: Creating a Service Culture

- A Question of Focus
- What Can I Do?
- The Courage to Act

Talk to our expert team

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