

Rhema Leadership & Management Development Courses

Course Title: Managing Customer Service

Duration: Two Days

Course Objectives:

As a result of this course you will be able to:

- Communicate the benefits of providing great customer service; create a customer service culture
- Use a four step process to manage and improve your team's customer service levels
- Get "buy-in" to the process
- Deal with customer requests, queries and complaints to a satisfactory conclusion
- Produce an action plan for improved levels of customer service within your team

Course Content:

- Identifying what customer service actually means
- The consequences of not getting it right
- Understanding the customer's needs
- Creating a customer service offer
- Delivering on your customer service offer
- Creating a positive attitude around customer service
- Handling challenging situations and people
- Handling complaints
- Achieving continuous improvement