

THE EXECUTIVE SERIES

PRACTICAL CUSTOMER SERVICE TRAINING

Good customer service is the lifeblood of any business in any industry. Good customer service leads to customer satisfaction and increased positive brand profiling.

This programme provides participants with an understanding of effective customer relations and equips them with tools and techniques that enhance relations as well as manage difficult customers.

Programme Topics Include:

- Principles of Effective Customer Relations
- The Importance of Excellent Customer Relations
- Effective Customer Relations Techniques
- Managing Difficult Customers
- Case Studies and Practicum
- Reflection and Evaluation

Methodology

Experiential learning that allows participants to acquire skills through a good mix of classroom delivery, hands-on activities and personal reflection.

This programme is for you if you wish to:

- Learn the principles of effective customer relations
- Understand the importance and challenges of excellent customer relations
- Learn to deliver excellent customer service
- Learn to manage difficult customers

Pre-requisite

Competency in English

Programme Duration

Full Day

Practical Customer Service Training can be tailored to be an effective management review or management-focused group discussion. Speak to our programme manager to find out more.

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