



## Customer Service Satisfaction (2 Days)

*Aim: Learn how to satisfy your customers.*

### **Introduction:**

In today's world of increasing customer demands its importance to offer excellent customer service to retain customer loyalty

### **Workshop Aims:**

The main Objectives for candidates of this training program can be set out as follows:

- to effectively win customer loyalty through, good personal organization
- focused attention to customer needs,
- Improved skills in handling complaints, and effective telephone use.

### **Workshop Content**

#### ***1. Customer Service in the 21st Century: -***

- *About Customer Relationship Management.*
- *Service as the key differentiator.*
- *Cost of Bad Service.*

#### ***2. Identifying your customers: -***

- *Internal Customers & External Customers.*
- *Understanding their expectations.*
- *Appreciating different personalities and cultures.*

#### ***3. Presenting your company professionally: -***

- *Professional appearance.*
- *Readiness to meet customer needs.*
- *Mentally ready to work.*

#### ***4. Finding out customer needs: -***

- *Observing.*
- *Asking and Probing.*
- *Listening Actively.*
- *Responding with options.*
- *Checking for Satisfaction.*

#### ***5. Exceeding Expectations: -***

- *Showing complete understanding.*
- *Offering thoughtful extras.*
- *Removing hidden dissatisfies.*

**All courses from AVTC Training Portfolio may be adapted to your needs and delivered to your offices!**

#### **Benefits:**

- Ideal for groups of 10 or more
- Reduces training expenses by more than half
- Customized — tangible and concrete approach to problem solving for business results.
- Stimulates synergies among groups for developing best practices to generate results and cultural changes.
- Encourages open discussions: Issues are raised openly and solutions are uncovered for business

- *Using body language to your advantage.*
- *Making sure it happens.*

#### **6. Handling Customer Complaints: -**

- *The importance of complaints.*
- *Empathizing.*
- *Using effective communication skills.*
- *Using Positive language.*

#### **7. Encouraging repeat business: -**

- *Finishing on a high note.*
- *Retaining Current Customers.*
- *Regaining Lost Customers.*

#### **8. Effective Telephone Skills for Better Service: -**

- *Managing Customer Perceptions.*
- *Managing more than one customer at a time.*
- *Clear Communication – speaking, listening, recording and explaining.*
- *Using technology effectively.*

#### **How You Will Benefit**

- This seminar provides interpretation of the new standard
- It could be tailored to a particular needs of your organization
- This course is unique and never been delivered by any private organization in the region.
- The course is available in English and Arabic Languages for ease of understanding.

#### **Designed for**

<input checked="" type="checkbox"/> SENIOR MANAGERS	<input checked="" type="checkbox"/> MIDDLE MANAGERS	<input checked="" type="checkbox"/> MANAGERS / SUPERVISORS
<input checked="" type="checkbox"/> TECHNICAL / STAFF		

