



Distinguished Customer Service in Govt. Organizations (2 Days)

Aim: Learn how to serve customers effectively

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 increase participants awareness of the most recent techniques required to provide customer service.
- To improve participants understanding of the different type of customers.
- To improve participants skills relevant to handling clients objections and complaints

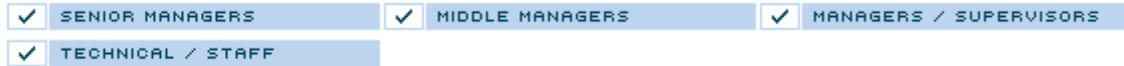
Workshop Content

- Service customer concepts.
- The behavioral skills to deal effectively with customers.
- Customer service, definition and importance.
- Techniques employed to identify customer's needs and tools required to satisfying these needs.
- Components of customer service.
- Techniques used to measure customer satisfaction.
- Creativity and innovation in customer service.
- Personal style.
 - Non-verbal communication.
 - Verbal aspects of communication.
 - Work behavioral style differences and communication correlates.
 - Behavioral to avoid.
 - Five behaviors to ensure success in customer service.
- Interpersonal processes for successful communication on the job.
 - Listening.
 - Tell people what you want.
 - Negotiating.
 - Conflict management.
 - Presentation skills.
 - Questions and answers.
- Different types of customers and how to handle each type.
- Transactional analysis.
- Time management

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



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 results.