



# THE LISTENER SERVICE

## Training Course Outline

<b>Course Title</b>	Customer Service Training
<b>Course Code</b>	SolveIt 010
<b>What you gain</b>	This action-oriented course is tailored to meet individual business needs to promote and develop professional telephone techniques and excellence in customer service and call handling, increasing business productivity and growth.
<b>Duration</b>	1 day
<b>Time</b>	6hrs
<b>Venue</b>	TBC
<b>Training Mode</b>	Workshop
<b>Objective Solutions</b>	After the training, delegates will be able to: <ul style="list-style-type: none"><li>• Demonstrate and apply the tools of communication to provide excellent customer service</li><li>• Understand and apply customer service rules in line with company standards and industry guidelines</li><li>• Appreciate and explain the key customer expectations</li><li>• Demonstrate and apply stress removal techniques</li><li>• Promote growth and excellence in customer service by individual and group action</li></ul>
<b>Course Content</b>	<p>The course covers the following:</p> <ul style="list-style-type: none"><li>• Defining your customers - who they are, wants/needs</li><li>• Building and maintaining excellent customer service – Behavioural styles</li><li>• Call structure and control – The customer experience</li><li>• Building rapport on the telephone – What you say</li><li>• Dealing with challenging calls – Listen, think, respond</li><li>• Effective customer charters – Suggestion circle</li><li>• Dealing with stress – Instant relief techniques</li></ul> <p>Training methods used in the delivery of this course include group and individual tasks, business based scenario analysis and role play, discussion and coaching.</p>
<b>Pre-requisites</b>	None