

Customer Service & Complaint Handling Skills

1 Day Programme



Superior customer service skills are fast becoming one of the major differentiators for organisations in how they can add value to their products or services.

Do you face any of these issues?

- Do your customers regularly take their frustration out on front line staff
- Do front line staff find it difficult when dealing with certain situations and people
- Would you like to be able to manage customer clients more effectively and understand how to use them as relationship building opportunities
- If you rang your organisation as a customer would you be concerned at the level of customer service/support you received

Performance Objectives:

- Know how first impressions are formed and what you can do to improve them
- Clarify what people expect as a basic right when they are customers
- Define the nature of complaints and learn how to become skilled at managing them
- Learn how to deal with difficult people over the telephone and face to face

Primary Competencies Developed:

- Assertiveness
- Managing conflict
- Customer service skills

Programme Overview

Customer's rights and standards

- What do you expect when you are a customer
- How do you feel when you're expectations are not met
- How your organisation rates as a service provider

The tip of the iceberg

- Looking at customer perceptions and the part you play in forming that perception

Building good communication skills

- Developing more skills in how you question the customer to gain the necessary information
- How to use effective listening skills to build rapport
- Building longer term relationships with the customer

Tips and techniques for handling telephone enquiries

- Clarifying best practice, do's and don'ts
- Projecting a positive image of the organisation

Dealing with difficult customers

- How to be assertive but still remain courteous
- Understand how to diffuse angry customers
- How to make complaints a productive process for your organisation

Action planning

- What will I commit to do more of/less of to improve my level of customer service when I return to work?

This course can be run exclusively and tailored to suit your company's specific learning requirements and organisational needs. Costs are dependent on number of days required and bespoke content

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