



Customer Contact Training

Dealing with diversity is part of the norms, but by understanding what lies behind the unconscious pattern and learning the benefits of solution selling will put you to an advantage amidst the competing markets. Be more efficient in communicating and rapport-building through knowing the practical simple hacks on customer service. Amazing customer service doesn't happen by accident, but by knowledge and innovation.

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

At the end of this one-day workshop, participants will be able to:

- Develop effective communication skills
- Build good relationship with customers.
- Manifest strategies for customer service.
- Learn how to deal difficult customers.

Who We Are and What We Do

In this session, participants will be introduced to the kinds of customers, meaning of customer service and its providers.

Establishing Your Attitude

During this session, participants will learn the importance of wearing smiles, and stay energized and positive.

Identifying and Addressing Their Needs

In this session, the participants will learn how to understand customer's problem and meeting their needs.

Generating Return Business

This session will teach the learners on how to address customer's complaints.

In-Person Customer Service

This session will teach learners how to deal with at-your-desk requests. They will also be taught with the advantages and disadvantages of in-person communication.

Giving Customer Service over the Phone

This session will teach participants about the advantages and disadvantages of in-person communication, telephone etiquette and tips and tricks of giving customer service over the phone.

Providing Electronic Customer Service

This session will teach participants about the advantages and disadvantages of electronic communication, and understand netiquette.

Recovering Difficult Customers

In this session, participants will learn how to alleviate anger of the customers, adhering their rights and your limits as a customer service support.

Understanding When to Escalate

In this session, participants will be taught how to deal with their customer's vulgarity, insults, and legal and physical threats.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725