



Retail Customer Service Training

Welcome to the Retail Customer Service Training.

The best retail customer service agents are always the smiling ones, with a heart dedicated to serving whomever comes into the store. If a customer walks into the store, they should be treated exactly as you would want to be treated if you were a customer. However retail customer service can be a tiresome effort to others. What makes this environment so challenging can also make it just as rewarding.

These methods will train your team members to be enthusiastic in their service, to be proactive in their service, and to treat everyone with the same high level of quality in service. This one-day training course is essential in training a positive team of customer service agents. This pairs well with our training for customer service, complaint handling or dealing with difficult people sessions.

Course Overview

You will spend the first part of the session 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.

This workshop will help you teach participants how to:

- Learn the importance of customer service
- Define excellent retail customer service.
- Know the importance of listening skill
- How to use communication methods
- Know the importance of admitting mistakes and handling complaints and abuse
- How to evaluate customer service

Body Language and Listening

First, participants will be introduced to concepts that will enable them to 'read' customers and use positive body language and listening skills to improve each transaction.

Communication

This session provides advice to the participants on how to communicate with customers including the value of using positive language and phrasing.

Dealing With Complaints

In this session, participants will learn the essential guidance on how to turn a potentially negative customer experience into a great one.

Evaluating Customer Service

In this final session, participants will discover the many ways that they can use to evaluate customer service.

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://paramountraining.com.au> for more information or call 1300 810 725