

## Customer Service Excellence

This training programme in Customer Service Excellence is designed to give participants an understanding of:

- Essentials of Service excellence;
- Reasons for bad service in organizations;
- Importance of interpersonal skills, communication skills and team work;
- Persuasion and negotiation strategies;
- Customer service best practices
- Improving customer focus and through change in attitudes;
- Developing a culture of customer service excellence

## Contents

- Importance of Service, Reasons of bad service in organizations
- Enhancing Customer Service Communication Skill
- Persuasion and Negotiation Strategies.
- Interpersonal skills and team work.
- Service Recovery: Handling Complaints and Upset Customers.
- Attitude for achieving Excellence and Continuous Improvement.
- Blue print for improving service.