

Customer Service Training

In order to create **customer satisfaction**, you need to go beyond good **customer service** and exceed your customers' expectations with consistently exceptional service. To achieve this it is important to ask yourself some questions:

- Does your staff have the right skill sets to deliver exceptional **customer service**?
- Currently how do you develop good **customer service skills**?
- Is there a plan to continuously improve **customer service**?
- Is the voice of the customer given the necessary priority?
- Is there **customer service satisfaction**?
- Can you communicate and listen effectively to uncover the customer's true needs?
- Do you understand the importance of internal customers?

Prospects are converted to customers by good sales techniques. But what converts new customers to repeat customers is **customer satisfaction**, which can only be achieved by exceptional **customer service**.

This **Customer Service Training** program is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

What Customers Hate About You ?

1. Not listening.
2. Talking too much.
3. Lack of knowledge.
4. Lack of follow-up.
5. Failing to understand their needs are few among them.

Below are listed some of the important components of the training:

- Foster and promote client relationship with shared vision and goals of quality, responsiveness and timely implementation - to ensure Customer satisfaction
- Internal Customers and External Customers
- Customer care policies and procedures
- Managing Customer Expectations
- Handling Customer Complaints
- Customer enrichment programs
- Building Rapport & Showing Empathy
- First Impressions – You Only Get One Chance
- The Ten Must-Knows' of **Good Customer Service**
- Handling a Dissatisfied Customer
- Relationship initiatives among customers, and the company at large.
- Developing Good Communication Skills

For more details contact: **Contact US --nmc Quality Consultants - Chennai**