



CUSTOMER SERVICE EXCELLENCE **(Bilingual)**

OBJECTIVES:

This program aims to develop both the conceptual understanding and specific skills that would help the participants to care for their customers better for providing superior customer service on a consistent basis.

WHAT PARTICIPANTS WILL LEARN:

1. Understand the significance of 'Customer Service' in today's dynamic business environment
2. Gain valuable insights into the role of adding Emotional Value to each interaction with the Customer, for creating lasting impact
3. Project a Positive Image & Attitude to demonstrate credibility and professionalism
4. Become Proactive rather than Reactive - Active Listening and
5. Facilitative Questioning for Effectively Addressing Customer Concerns
6. Using Empathy and Assertive Communication to Diffuse Angry
7. Customers – Turning Complaints into Opportunities

LEARNING METHODOLOGIES:

Ice Breakers, Role-plays, Simulations, Group Exercises, Business Games, Case Studies etc

Program Duration: 2 to 3 Days

Number of Participants

Maximum 15 participants per session

For a detailed workshop structure please request [here](#) or contact: +9714-3671797