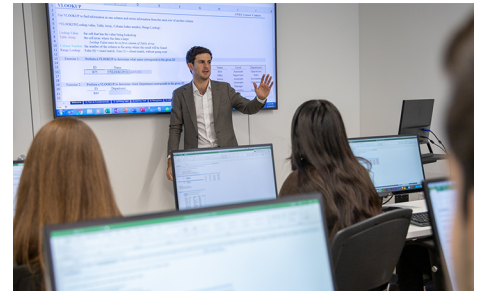


Customer Service Training

In this one day course, participants focus on the essential steps to providing exceptional customer service. Developing skills in service delivery results in improved customer experiences as well as increased employee confidence and comfort level in daily interactions with clients and prospects. This program introduces techniques for rapport building, listening, assessing needs, resolving complaints and overcoming hesitation. Utilizing these techniques will enhance job performance and favorably impact service delivery.

Group classes in NYC and on-site training is available for this course.

For more information, email nyc@careercenters.com or visit: careercenters.com/courses/customer-service-training



nyc@careercenters.com • [212-684-5151](tel:212-684-5151)

Course Outline

I. The basics and standards of Customer Service.

How the organization's commitment toward customer service and your daily interactions with internal and external customers are aligned.

II. Understanding body language and communicating better with customers.

Building rapport is essential to service delivery.

III. Use listening skills and techniques for questioning to clearly understand customer needs.

Different types of questions are introduced.

IV. Recommending solutions and the importance of confidence and product knowledge.

V. Overcoming objections, hesitation and resolving problems or complaints.

VI. Exceeding expectations and relationship building.