

Customer Care Seminar

Designed for: Those who wish to learn how to provide exceptional customer care to improve sales and productivity.

Prerequisites: None.

Objectives & benefits: To be more aware of who your customers are and what they really want so that you can handle different situations and provide exceptional customer care.

Cost: 20,000 (MUR)

Course Content:

- Who are your customers?
- What do your customers want?
- How to make Customer Care exceptional
- Customer Expectations - how good is good enough?
- Building a positive environment
- It's in the detail - things to think about
- Active listening is better listening
- Handling Complaints
- When you were the customer
- Dealing with customer emotions
- Keeping calm
- Calming the upset customer
- Phrases likely to upset
- Getting the problem solved
- Things you would change