

# CUSTOMER SERVICE EXCELLENCE

## Target Group:

- All those involved in frontline customer service and interaction

## Course Objectives & benefits:

- Recognise how your attitudes impact on Customer Satisfaction
- Anticipate customer's needs and expectations
- Realise the importance of bringing the customer back
- Understanding who your customers are
- Learn how to deal with angry and difficult customers
- Understand the importance of 'Branding'
- How to measure Customer Service

**Cost:** 20,000 (MUR)

## Course Contents:

The Principle of Excellent Customer Service

Module 1: The crying need for excellent customer service

Module 2: Attitudes matter most

Module 3: Understanding the "YOU" in Customer Service

Module 4: The first "C" – Concern for customers

Module 5: The second "C" – Communication Skills for Customer Service

Module 6: The third "C" – Competence

Module 7: Who are your Customers?

Module 8: Handling difficult customers and situations

Module 9: The ABC's of Branding

Module 10: Measuring Customer Service