



# Customer Service Plus

Duration: 1 Day Session

By CC Knowledge Base

The customer revolution is here to stay. As products and services become more and more alike, the competitive edge comes from the experience the customer has with your organization. The overall goal is to maximize those experiences, so he or she will be able to encourage others to do the same.

The real magic in service delivery comes from discretionary efforts, where your staff uses their initiative to go beyond their normal job descriptions. Also participants will be more create and do some extra things to impress customers.

This service excellence training course uncovers the strategies of building a business based on improve and gain the outstanding levels of customer services and customer satisfactions

## Objective :

- Know how to impress the customer in excellent service
- Manage the customer encounter, handling complaints and conflicts
- Identify and understand customer needs
- Build positive expressions toward company image
- To understand customer and response them better

## Topics of this class as follow :

- Pre-Test
- How are your story of Win customer at Heart
- How to handle call or customer in situation under Pressure
- Good Listening Skills (techniques the Winning at Work.)
- Presentation Technique when you want to Pressure your customer's need.
- Apply the basic step lead to excellent service

## The Success Story of "Customer Satisfaction and Success"

- Identify customers' needs and recognize the importance to the customer's perception of service excellence
- Recognize the importance of using positive language with customers to help in meeting the customer's expectations
- Use a structured negotiation technique to find a satisfactory solution.
- Manage the customer encounter and regain control situations with difficult customers
- Post-Test

## Methodology :

- Hands-on experiences
- Case Study and Role-play of managing each type of customer



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