

# Customer Service Excellence

## Course Overview

This program helps employees understand the importance of good customer service. Superior customer service make use of customer experience and develop that to delight customers.

## Course Methodologies

Apply all skills in the program through experiential learning activities using interactive practices, case studies, games and videos. This will support participants transfer knowledge to their workplace.

## Course Outline

- What is Customer Service
- Developing the right attitude
- Interpersonal skills in Communication
- Communication process
- Internal and external customers
- Communication barriers
- Dealing with Difficult Customers
- After sales service
- Identifying the customer's needs
- Seeing things from customers' viewpoint
- Win- Win Strategies
- Dealing with complaints
- Building rapport and empathy
- Action Planning

## Learning Objectives

On completing this module, participants will be able to:

- Identify techniques to connect customer service to company practices
- Develop the skills and practices essential for customer service focus
- Recognize internal and external customers and identify their needs
- Develop strategies for creating and maintaining satisfied customers

## Who Should Attend

All personnel dealing with customers

**Course Duration:** Two days from 9:00AM to 4:00PM

**Registration Deadline:** One week before the course date

## Course Venue:

Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

**Registration & Payment:**

- Course fees include material (Soft Copy), light lunch, coffee break and certificate.
- Payment by cheque in Top Business's name, cash to our address or by bank transfer.
- Payment is due within 3 working days from course confirmation. Your registration is confirmed only after course payment
- Payment is nonrefundable, however participant can be substituted or can attend next confirmed round of the same course or another course.

**For More Information**

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