

Course Outline Customer Service

Are you frustrated by customers who just don't understand or won't listen to you? Find out how to get customers on your side and practice techniques to diffuse even the most difficult situation. This course is a must for Customer Service Reps (CSRs), receptionists, sales people, or anyone in the retail and service industries.

In just 1 day...

- Top tips to avoid conflict, stay motivated, and provide service with a smile.
- Learn the skills you need to successfully interact with customers every day.
- How to win at the "blame game".
- Find out what customers really want – and how to give it to them.
- Listening techniques that really work.
- The secrets to staying calm and maintaining self-control.

Course Modules

1. **First Impressions**
2. **Why Is The Customer Always Right?**
3. **Communication Skills**
4. **Mistakes – They Happen!**
5. **Follow-up & Referrals**

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