

# Customer Service Training – 1 DAY

Skills Category: Management Skills

Unit Standard: 10052

NQF Level: 5

Credits: 6



**Training & Consulting**  
*Unlocking your hidden Potential*

## Target Audience

Minimum 15 Delegates

- ❖ This course is ideal for anyone seeking training in customer service and customer care. The majority of participants attending our customer services courses are in customer facing or customer support roles who want to develop their customer service skills and behaviours.
- ❖ The course will be tailored to the most frequent method of communication used to connect with your customer's e.g. face to face, telephone, email.
- ❖ We are experienced at providing bespoke customer services training courses and longer term programmes to meet your specific organization goals and service standards.

## Course Aim

This customer service skills training course will develop the participants' skills and behaviours to offer exceptional customer care. The training aims to empower participants to provide effective solutions to customer service requests and problems when they arise..

## Course Objectives

By the end of this one day training course, the participants will have:

- Adopted a consistent, professional style when speaking with customers
- Developed skills in engaging with customers and handling their enquiries effectively
- Listened effectively, asked questions and summarised to respond fully to a customer request
- Identified ways they can add value to customer relationships and exceed expectations
- Practice how to turn customer service disappointment into a positive experience

# Course Outline

## *Lesson 1: Defining Customer Service*

- What does great service look like and feel like?
- Sharing our own experiences of good and bad service

## *Lesson 2: Handling customer enquires*

- Customer contact model and service standards
- Creating lasting first impressions
- Building and maintaining rapport
- Using positive language and tone of voice
- Demonstration, facilitated group review, pairs exercise with group review

## *Lesson 3: Establishing customer needs and responding to requests*

- Questioning
- Active listening - including taking notes
- Summarising
- Practical exercises in pairs and trios with group discussion

## *Lesson 4: Handling work based customer requests*

- Identifying challenging customer requests
- Responding to challenging customer requests assertively
- Group discussion, short practice sessions in pairs with feedback

## *Lesson 5: Service recovery*

- Turning disappointment into delight

- Responsibility for customer service
- Stepping into your customers' shoes
- Individual and group exercises, facilitated group discussion

- Identifying the nature of customer complaints
- Responding to customer complaints
- Introducing colleagues to resolve a customer service issue
- Group discussion, presentation, exercise with group review

## *Lesson 6: Complaint handling practice*

- Practise brief
- Practise sessions
- Complaint handling practice sessions with feedback, group review

## *Lesson 7: Building customer relationships*

- Relationship triangle - trust and loyalty
- What differentiates us from our competitors?
- Identifying ways to add value and exceed customer expectations
- Following up
- Presentation, revolving flipchart exercise in small groups, group review

## *Lesson 8: Applying the learning and next steps*

- Review of learning and action planning
- Course feedback

## Course Delivery

<b>Starting time</b>	: 08h30
<b>Mid-morning break</b>	: 10h00 – 10h15
<b>Lunch</b>	: 12h00 pm – 12h45
<b>Mid-afternoon break</b>	: 14h30– 14h45
<b>Knock off</b>	: 16h00

### ***Delivery Method:***

The programme is facilitated by a competent subject matter specialist/s, which utilises the following techniques to ensure that the session is practical and experiential: Discussion; Role Plays; Exercises & Case Studies; Simulation; and learner assessment.

### ***Assessment and Certification***

#### ***Formal Assessment:***

Each learner will be provided with an assessment guide on the last day of the programme in which a range of assessment methods and tools will be used to assess the competence level of each individual learner.

#### ***Feedback:***

Learners will receive comprehensive, detailed and accurate feedback on assessment.

#### ***Certification:***

When the learner is found to be competent in the specific field of knowledge a certificate will be issued.

#### ***Language of delivery:***

English

**PLEASE EMAIL COMPLETED REGISTRATION FORM BACK TO:**

**Email: [info@prospectplus.co.za](mailto:info@prospectplus.co.za)**

**TEL: 072 944 5909**



**Training & Consulting**

*Unlocking your hidden Potential*

## Customer Service Training

1 Day

In-house or Open Course

### COMPANY DETAIL

Company Name: .....Country.....Cell.....

Postal Address.....Postal Code.....

Tel Number.....Fax Number.....

Nature of Business.....

### NOMINEES

1. Name:.....Surname:.....Position.....
2. Name:.....Surname:.....Position.....
3. Name:.....Surname:.....Position.....
4. Name:.....Surname:.....Position.....

**(For more Delegates Please Photocopy)**

### ORGANISATION APPROVAL

Approving Manager Name: \_\_\_\_\_

Title: \_\_\_\_\_ Organization: \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ e-mail \_\_\_\_\_

Signature : \_\_\_\_\_ ( This booking is invalid without a signature)

**DELEGATE FEE: R2 850.00 – Fees includes course documentation, Facilitation, assessments & Certificates on completion of Course.**

### PAYMENT METHODS

**Bank Transfer payments to be made payable to: Prospect Plus (Pty) Ltd, NedBank, Account Number: 1171790759, Branch Code: 19130500**

**please Email this form and proof of Payment to [andries@prospectplus.co.za](mailto:andries@prospectplus.co.za)**

### TERMS AND CONDITIONS

**CANCELLATIONS:** By completing this registration form, the client hereby agrees that Prospect Plus will not be able to mitigate its losses for any less than 50% of the total contract value. Cancellations must be received in writing seven days prior to the event. Only cancellation made in writing and addressed for the attention of the Chief Financial Officer will be recognized by Prospect Plus. Cash alternatives will not be offered although delegate substitutions are welcome any time. Hereafter, the full workshop fee is payable.

If for any reason Prospect Plus decide to amend this workshop, we are not responsible for covering airfare, hotel or other costs incurred by registrants. In the event that I Prospect Plus cancel the event, Prospect Plus reserves the right to transfer this booking to another workshop to be held in the following six months, or to provide a credit of an equivalent amount to another workshop in the same sector within the following six months.

**INDEMNITY:** Should for any reason outside the control of Prospect Plus, the venue or speakers change, or the event be cancelled due to act of terrorism, extreme weather conditions, industrial action Prospect Plus shall Endeavor to reschedule but the client hereby indemnifies and Prospect Plus holds harmless from any costs, damages, and expenses including attorney fees, which are incurred by the client. The construction validity and performance of this Agreement shall be governed in all aspects by the laws of Republic of South Africa to the exclusive jurisdiction of whose course the parties hereby agree to submit.

**PAYMENTS ARE REQUIRED WITHIN 7 DAYS OF INVOICE.**