

CUSTOMER CARE AND SELLING SKILLS

DURATION: 1½

This **COACHING** program is designed for:

- ✚ Customer Care professionals, managers, supervisors, team leaders.
- ✚ Sales & Marketing Managers
- ✚ Sales & Administrative HODs'
- ✚ Secretaries / Personal Assistants to CEOs
- ✚ Front Desk / Front Office / F&B Managers
- ✚ In-House Trainers

Exceed your customer's expectations by offering customer service care at your organization and transform your customer service staff into "customer service stars."

Set the stage for success from the top with customer-focused management. Deliver on the promise with exceptional professionalism, attitude, internal customer service, and communication savvy.... **AND YOUR CUSTOMER SERVICE STARS WILL BE ABLE TO:**

- Enhance professional image and reputation
- Impress your customers and audiences
- Increase new and repeat business
- Identify your internal and external customers
- Use a values-based approach to determine customer expectations
- Resolve customer issues
- Use proven techniques to respond effectively to specific behaviors of "difficult" customers
- Manage your own emotions during conversations with customers
- Evaluate customer service to ensure customer satisfaction

Customized role-plays make the learning experience practical, and encourages participants to transfer skills to the workplace. Its fun, personalized, and interactive with lots of discussion. Even the "toughest" groups will enjoy!

In customer service the saying is...

"Employees treat customers exactly the way they perceive they are being treated by their management."

... **Improve your *EMPLOYEE MORALE* and you *IMPROVE CUSTOMER SERVICE!!***

❖ **METHODOLOGY:**

- Facilitations, Video Clips, Power Point Presentations
- Discussions, Role-plays and Activities.
- Effective Coaching with Practical Feedback
- Questions and Answers sessions!