



University
College of the Caribbean

Corporate Education

& Management Services Solutions

17 Worthington Avenue, Kingston 5

Tel# 935-0997 Fax # 960-3562

Email: tdarmand-dunn@ucc.edu.jm

Superior Customer Service Training Seminar

Who Should Attend:

The target audience for this training seminar is customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners as well as managers who want customer service training in order to reinforce their skills and train their staffs.

Objectives:

At the end of this training seminar participants will be able to:

- Deliver better, faster service and increase customer satisfaction
- Strategize to gain repeat business
- Determine customers expectations
- Increase credibility with customers and add value to your organization
- Manage stressful situations more effectively
- Recognize the signals of customer irritation and how to respond appropriately and assist in quickly finding a workable solution to your customer's problem

Content:

- The benefits of excellent service
- Focusing on customer service success
- How customer service creates revenue
- Why customer satisfaction is based on perceptions
- Focusing on customers' top two expectations to save time and reduce stress
- Managing customer expectations by personality style
- The '**SOLAR**' Approach
- Delighting Customers: **Great, Seat & Treat**
- Dealing with difficult customers and managing complaints
- Responding effectively to specific customer behaviors
- Customer supply chain
- Selling on the telephone
- Techniques for measuring customer satisfaction