

CUSTOMER CARE ON THE TELEPHONE

Duration: 1 Day

Course Aims:

This course has been developed for team members that communicate with customers via the telephone. It has been designed to equip delegates with the skills and confidence required to deliver effective customer care via the telephone.

Course Objectives:

On completion of this course, delegates will be able to:

- Understand what it is to work within a “Culture of Excellence”
- Explain the importance of being customer - centered
- Understand the needs of customers and how to meet those needs
- Build and maintain rapport with customers
- Reframe negative statements into positive ones
- Follow three steps to meet customer needs
- Explain why complaints occur and identify methods of dealing with them

Course Benefits:

Course: Customer Care on the Telephone

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The techniques taught in this course will enable the delegates to create a positive customer experience whilst dealing with customers on the telephone resulting in a reduction in customer complaints

Course Outline:

- What is a “Culture of Excellence”?
- Customer service in business
- Understanding customer needs
- How we view things
- Being assertive
- Three key communication skills:
 - *Rapport,
 - *Active Listening,
 - *Effective Questioning
- Voice and language
- Words and recognition
- Different types of customer
- Meeting customer needs
- Not another complaint
- A pig of a complaint

For more information, or to book one of our courses please contact us:

Email: info@coetrainingconsultants.com

Mobile: 07852 123 144



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Course: *Customer Care on the Telephone*

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