

Customer Service Skills

HOW TO CREATE
POSITIVE
EXPERIENCES
FOR CUSTOMERS

QUALITY
LEVEL



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It is critically important to deliver a top level professional service to customers. Even when a customer's needs cannot be met, it is crucial that their expectations be managed. Participants will also learn how to set positive experiences for customers which is proven to increase customer retention and boost lifetime spend.

KEY LEARNING OUTCOMES

Customer Service Skills will provide participants with valuable tools to:

- Understand the benefits of implementing a quality service approach
- Identify customer needs and provide the best available service
- Provide a fit to meet customer needs
- Implement appropriate strategies for meeting changing customer needs
- Handle requests that cannot be met, or outside the scope of their responsibility
- Turn difficult customers/situations into opportunities for the organisation
- Professionally communicating with difficult customers
- Identify the hot spots that cause customer frustration

PROGRAM OUTLINE: Training Areas

MODULE 1:	LEARNING OUTCOMES
Introduction to customer service	→ Benefits of providing a quality service for the customer, organisation and participant → Understanding customer expectations
"Moments of Truth"	→ Identifying the different points of contact with customers and the importance of service provided at every contact → Scandinavian Airlines Case Study → Handling enquiries, problems and complaints using different communication mediums → Identifying internal and external customers
Current levels of service	→ Four levels of customer service → Identifying current service levels within the organisation → Solutions to providing exceptional levels of service at all times → Aligning customer service to service delivery

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Income Inequality and Employment Mary Fish,1978 This study specifically describes and analyzes the process by which poverty stricken individuals and families move out of the poverty group from welfare to low wage employment and finally to a level above poverty or even the middle income category It is a synthesis analysis of over 50 Research and Development R D projects sponsored by the Employment and Training Administration ETA on the subjects of income and employment In addition selected contributions from other sources are included in order to clarify or supplement the treatment of the basic issues Several of these contributions have examined how individuals on welfare become gainfully employed and once employed move into jobs with wages adequate to raise their standard of living above the poverty level Findings of these R D projects when examined as a body of cumulative knowledge can be used as a framework for developing effective policies and techniques for the various employment and training programs focused on the economically disadvantaged

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Practicing Applied Anthropology Across Discontinuous Social Fields Keith V. Bletzer,2023-07-19 This book covers the author s field experiences as an ethnographer in one country of Central America and an applied anthropologist in four US regions A range of social fields are examined which include constructing a work experience table as a composite job resum correspondence with a maximum security prisoner for more than ten years design features for multiple choice testing farmworker sero prevalence reports health seeking behavior among the Ng b indigenous people in Central America HIV AIDS education in rural farm labor camps Latinx naming practices for grocery stores and restaurants in agricultural areas organizational capacity building assistance training and teaching students in a community

college and three secondary schools among others The book highlights the importance of incorporating ethnography in the completion of work tasks across a range of social fields which represent diverse socio cultural groups and immigrant populations Network World ,2000-05-29 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce

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Discipline is a comprehensive collection of research by leading experts in the field providing an overview of cloud computing and current issues in software testing and system migration Deserving the attention of researchers practitioners and managers this book aims to raise awareness about this new field of study *Computerworld* ,1999-05-03 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network **Computerworld** ,2003-02-24 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network *InfoWorld* ,2002-03-18 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects *Resources in Education* ,1989

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