

Customer Service Training



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OVERVIEW

In order to retain customers and increase revenue, organizations need to exceed customers' expectations by providing exceptional service. To achieve this goal, it is important to master the necessary skill sets.

LEARNING OUTCOME

By the end of this course, participants should be able to:

01 Have a better understanding of external and internal customers.

02 Have a better understanding of factors creating customer value.

03 Master the communication skills with customer.

04 Understand how to handle customer complaint.

COURSE OUTLINE

- 1 What is customer service?
- 2 What are the needs and expectations of customers?
- 3 What are the benefits to an organization?
- 4 Do you really know your customers?
- 5 Next Operation As Customer (NOAC) Concept.
- 6 Communication skills for customer service staff.
- 7 How to handle customer needs and wants?
- 8 How to handle customer complaint?

Course Duration: 3 hours.

Training Approach: Lecture and group discussion.

Target Participants: All staff to be assigned with the responsibility for customer services.

Class Size (max): 20 participants per class.