

サービス

Breakfast Workshop: World Class Customer Service

個人向け

Transforming a customer into a champion for the organization hinges on perfecting the details throughout the customer lifecycle and having a structured process in place to handle customer complaints in ways that turn unhappy customers into happy ones.

コースの特徴

You will become keenly aware of how your attitude during customer contact and complaints can make the difference. We will assess your current Customer Service Attitude and help you build customer relationships by incorporating the 4 Drivers of Customer Service. You will learn ways to respond to both rational and emotional customer concerns and maintain a positive attitude when dealing with difficult people and issues.

コースの狙い

You will reduce stress on both sides when resolving complaints and reduce the number and type of complaints received.

期待できる効果

You will learn how to maintain a positive attitude when dealing with difficult people and issues. Learn to project a friendly willingness to serve customers in a low pressure, high-touch way in every customer interaction