

サービス

Customer Service Excellence

個人向け

コースの特徴

This training will show how your attitude during customer contact can make the difference. You will learn to project a friendly willingness to serve customers in a low-pressure, high-touch way in every customer interaction. Learn how to stay professional in emotional situations, beyond basic telephone courtesy. Follow a consistent process to resolve complaints and conflicts. Most importantly, discover how to truly engage customers and build enduring relationships.

コースの狙い

期待できる効果

The process will help you move beyond the daily challenges and hang-ups so that you can focus on building loyalty. Conflicts that once seemed overwhelming will seem simple, paving the way for delivering outstanding customer service. Your organization will gain a base of customers that feel valued and cared for in every interaction.