



Pathways to Legendary Customer Care

Duration: Two days

Time: 9am – 4pm

For: Service Providers

PROGRAM OBJECTIVES

At the end of this workshop, participants will go back to work with an enhanced understanding of the strategies for delivering great customer service to customers.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

Content Domain

Fundamentals of quality customer care

- ◆ The primacy of the customer
- ◆ Concept of the “moment of truth”
- ◆ Concept of “stroking in customer service”

The three significant touch points of the customer interaction with a service provider

- ◆ The greeting phase
- ◆ The serving phase
- ◆ The goodbye phase

The Professional You

- ◆ Definitional issues
- ◆ Five key dimensions of teamwork
- ◆ Enhancing the chemistry of workplace relationships: your role as a team player

Attitude and its impact on sales and service

Turning that one-time customer into a lifetime customer

Complaints handling at the workplace

The 7-step best practice approach to handling customer complaints successfully.

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