

## Customer Service

Everyone of us serves customers, whether they realize it or not. Employees on the frontlines of a company, serve the people who buy their products. Accountants serve the employees by producing their pay checks and keeping the company running. Company owners serve their staff and customers. This course will look at all types of customers and how we can serve them better and improve ourselves in the process. The participants will be provided a strong skill set including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

### Course Outline

- Who We Are and What We Do
- Understanding When to Escalate
- In-Person Customer Service
- Generating Return Business
- Identifying and Addressing Customer Needs
- Giving Customer Service over the Phone
- Providing Electronic Customer Service
- Recovering Difficult Customers
- Ten Things You Can Do to WOW Customers Every Time
- Establishing Your Attitude

### Who Should Attend

Middle level staff such as:

- Customer service professionals, service agents, front-line workers, managers, supervisors and business professionals, who wish to specialize in the customer service business segment.

### Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

### Assessment

Learners will be doing an exam in the last day of training and will be receiving the certificate upon achieving = or > 70% in the exam.

### Learning outcomes

Upon the completion of this Course, the learner will be able to:

- State what customer service means in relation to all your customers, both internal and external
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build good will through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

### Course Duration

The standard duration of this course is 13 contact hours.

### Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions
- Case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

For more information please feel free to contact:

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