

CUSTOMER SERVICE TRAINING

When: 4th & 5th July 2024

Where: The Clarion Hotel, Nairobi

Customers don't buy our products. They buy experience.

What brings customers back is how they feel about the product, the value and the pride they can take from being associated with you. Customer service is a daily firm activity. A dissatisfied customer might never buy any of your products again even if you offer what he wants. Poor customer service manifests itself in many ways among them, loss of customers, consistent complaints and bad debts.

The staff members of an organization have a big role of providing excellent service to the customers. Everything from respect, value, transition speed, handling of complaints etc. Simply put, it is a relationship. Customer experience can provide a competitive edge especially in a competitive market.

This course touches on the soft skills that you need to apply on a day to day basis to guarantee the customers a good and powerful experience. Consistency of this service is not an option for a business that needs return clients.

COURSE OUTLINE

CUSTOMER SERVICE.

- ✓ Definition.
- ✓ The scope of customer service.
- ✓ Developing a customer mindset.
- ✓ When do we apply customer service skill?
- ✓ Unpleasant experiences for the customer.
- ✓ Satisfying experiences for the customer.
- ✓ Developing the customer friendly attitude.

CUSTOMER SERVICE COMMUNICATION SKILLS.

- ✓ Communication scope.
- ✓ Presenting individual and professional image.
- ✓ Presenting company brand professional image.
- ✓ Non-verbal communication.
- ✓ Body language.
- ✓ Culture and communication.

CUSTOMER ANALYSIS: KNOWING THE CUSTOMER.

- ✓ What are the upsetting experiences to the customer?
- ✓ Avoiding upsets.
- ✓ Calming upset customers.
- ✓ Customer value.
- ✓ Dealing with difficult customers.

TIME MANAGEMENT

- ✓ Time management.
- ✓ Time from a customer's perspective.
- ✓ Taking control of personal time.
- ✓ Conflicting deadlines.
- ✓ Time analysis and task identification.
- ✓ Prioritization.

IMPORTANCE OF PERCEPTION.

- ✓ How do you reflect on your customers?
- ✓ Stereotyping clients.
- ✓ Perception and organizational behavior.
- ✓ Keep time.
- ✓ Follow word with deed.

MANAGING CUSTOMER'S EXPECTATIONS.

- ✓ The use of personality style.
- ✓ Customer satisfaction based on perceptions.
- ✓ Identifying customers top expectations.
- ✓ The source of customer expectations

And much more!

LEARNING EXPERIENCE;

- PowerPoint presentations.
- Group work.
- Participant's workshop presentations.
- Case studies.

Charges: Your investment for the 2 days comprehensive training is Ksh 35,000 Plus VAT per person, to cater for facilitation, training materials, writing materials, buffet lunch with a soft drink, water, tea/coffee, snacks and certification.

DISCOUNTS: Take advantage

- For every 3 people booking from the same organization, you get a 4th FREE slot.
- Get 10% off if you pay 7 days before the training date.

Payment Option: Payment to be made via cheque deposit, bank transfer or Mpesa Paybill (to be provided) by end of training.

This is a NITA approved training. Participating organizations can claim reimbursement of training fees in accordance with NITA rules and regulations.

How to register

For inquiries and reservation please get in touch with Mary on
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or call +254 723 130 137/ WhatsApp +254 729 958 590.