

Introduction to customer service

Duration: 4 Hours

This curriculum is designed to equip participants with fundamental skills needed to provide exceptional customer service. They will learn strategies for effective communication, active listening, problem-solving, and how to manage difficult interactions.

Session 1: Introduction to Customer Service:

- The Role of a Customer Service Representative
- Understanding the Importance of Customer Service in Business
- Understanding the Customer Journey

Session 2: Developing Effective Communication Skills:

- What is “Tone” and how to avoid it in calls and emails
- How to Practice Active Listening
- Using Empathy to Build Rapport with Customers
- Identifying Non-verbal Cues (even in phone-based customer service)

Session 3: Problem-Solving and Handling Customer Inquiries:

- Identifying the Customer’s Problem
- Providing Clear Instructions and Explanations
- Techniques for Handling Frustrated or Angry Customers
- The Importance of Scripts and Frequent Problem Logs
- Offering Solutions to Turn Negative Experiences into Positive Outcomes
- Maintaining Calm and Composure Under Pressure

Knowing When to Escalate Issues