



ADVERTORIAL



**CUSTOMER CARE AND
RELATIONSHIP SKILLS**

Workshop Objectives:

- Define Customer service
- Identify the key objective of customer service,
- Understand and outline customer expectations,
- Be able to explain the importance of Customer Care for both them and the customer
- Understand consequences of bad customer service,
- Understand customer expectations and rights

What will be covered

- Telephone Etiquette,
 - Office Etiquette
 - Email Etiquette
 - Customer Rights
- Effective Customer Communication Skills
 - Verbal and Non Verbal Communication
- Better customer understanding and empathy
 - Develop customer adaptability skills

What will be covered

- The Importance of Customer Care
- Principles of customer focused work environment
 - Your Customer Brand
- Little things make a big difference
- A Mind Map of Effective Customer Care
 - Understanding personality style
- Dealing with different customer types

What's Included?

- Instruction by an accredited expert facilitator
 - Small interactive classes
- Specialized manual and course materials
 - Personalized certificate of completion