

IMPROVING CUSTOMER SERVICE

Customer service is an essential aspect of any business, regardless of industry or size.



COURSE HIGHLIGHTS

- Can be delivered in-person or online
- Uses a combination of interactive discussions and activities, real-world case studies, and practical exercises to engage participants and enable them to apply the concepts learned in a practical setting.
- Customisable in-house training options
- Optional post-training coaching by an Organisational Psychologist for further learning and accountability



MORPHOSIS

OBJECTIVES

- Understand the importance of exceptional customer service and customer experience
- Develop effective communication skills for customer service
- Handle difficult customers and resolve complaints effectively
- Deliver exceptional customer service that exceeds customer expectations
- Exceed customer expectations through a positive attitude
- Build trust and rapport with customers
- Create a customer-focused work culture

This training plan is ideal for anyone who interacts with customer on a regular basis, including customer service representatives, sales personnel, managers, and supervisors