

Building Outstanding Customer Service Skills

COURSE DESCRIPTION

CVCC and Development Dimensions International (DDI) partner to deliver Service Plus®, a one-day program designed to help businesses achieve superior levels of customer service. In this course, participants will learn essential skills to help eliminate customer defections & strengthen customer satisfaction & loyalty. This program provides a toolbox of skills for effectively & efficiently handling all types of customer interactions.

COURSE LEARNING OUTCOMES

Skills learned in this program will help participants:

- Maintain a high level of professionalism
- Feel more confident that they can handle every customer interaction
- Work more effectively with external customers and internal partners
- Provide the kind of service that will keep customers coming back
- Show customers they care through words and actions
- Choose the best approach to each customer & situation
- Remember to cover all important details with customers
- Confidently handle problems, unpredictable events, and other job pressures while serving customers
- Respond quickly to customer requests with effective solutions
- Become aware of how they value other people's differences
- Strengthen their listening habits
- Understand the importance of taking notes, when appropriate to enhance listening skills & abilities
- Understand how trust is built and relationships are strengthened by effective listening

COURSE OUTLINE

Keys and Steps to Service

- Service Success Loop
- Customer Satisfaction & Loyalty
- Identifying Customer Needs
- Giving and Receiving Feedback

Extraordinary Service Opportunities

- Impact of Dissatisfied Customers on an Organization
- Value of the Customer
- Making a Positive Lasting Impression
- Dissatisfied Customers: Talkers & Walkers
- Confirming Customer Satisfaction

Service Boosters

- Taking Initiative to Meet & Exceed Customer Satisfaction
- Valuing Differences
- Effective Questions Get Results
- Listening: More than Hearing
- Feedback: A Matter of Give-and-Take
- Dealing with the Out-of-Bounds Customer
- Selling: A Valuable Service
- Nonverbal Cues: True Feelings Shine Through
- Building Internal Partnerships
- So Many Customers, So Little Time

TARGET AUDIENCE

Service providers & frontline through mid-level leaders

BUSINESS TYPE

Suitable for all environments
Course contains industry-specific skill practice booklets

LENGTH

8 hours

GROUP SIZE

Minimum of five students required

COST

\$200 per participant
Registration fee includes 3 skill-building workbooks for each participant

*To schedule a class for your company or for more information, contact
Susan Killian at 828-327-7000, ext. 4330 or skillian@cvcc.edu.*