



Sijison Training

Career and Leadership Development

CUSTOMER SERVICE COURSE

Sijison Training provides personal and professional training worldwide with the knowledge, skills, and tools to achieve performance excellence in a complex and fast moving global economy. We train thousands of clients with new skills and behaviour, to gain more confidence, advance their careers.

Sijison Training service offerings covers a range of courses from Telecoms Industry to Technology, Business and Management Training. We bring opportunities for both individual and corporate organizations to develop career within their staffs. We offer a wide range of unique seminars, workshops, conferences, customized corporate programs, and consultancy services.

Sijison training offer both class room training, on-line instructor led training and Post-Training Consulting Services.

Our Valuable proposition is to conduct the following training:

- Customer Service training
- Online Access to eLearning Platform
- Post Consulting Services



Introduction

This course is ideal for anyone seeking training in customer service and customer care. The majority of delegates attending our customer services courses are in customer facing or customer support roles, who want to develop their customer service skills and behaviours.

We are also experienced at providing bespoke training courses in customer services, as well as longer term programmes to meet specific organisation goals and service standards. Our customer service training is always aligned to the most frequent method of communication used to connect with your customers e.g. face to face, telephone, email.

By the end of this one-day course, the participants will have:

- Adopted a consistent, professional style when speaking with customers
- Developed skills in engaging with customers and handling their enquiries effectively
- Listened effectively, asked questions and summarized to respond fully to a customer request
- Identified ways they can add value to customer relationships and exceed expectations
- Practiced how to turn customer service disappointment into a positive experience

Online Access to eLearning Platform

We will also give all participant access to our online e-learning platform where they can read and download materials, watch training videos, reference material. This is an added value to participants and they will have access 24 hours 7 days for 90 days





LESSON 1

- Who we are and What we do
- Who are customers (internal/external)
- What is customer Service?
- Who are customer Service Providers?

LESSON 2

- Establishing your Attitude
- Appearance counts! (even if not in person)
- The power of the smile
- Staying energised
- Staying positive

LESSON 3

- Identifying and Addressing their Needs
- Understanding the customer's problem
- Staying outside the box (not jumping to conclusions)
- Meeting basic needs
- Going the extra mile

LESSON 4

- Generating Return Business
- Following up
- Addressing complaints
- Turning difficult customers around



LESSON 5

- In-Person Customer Service
- Dealing with at-your-desk requests
- The advantages and disadvantages of in-person communication
- Using body language to your advantage.

LESSON 6

- Giving Customer Service over the Phone
- The advantages and disadvantages of telephone communication
- Telephone etiquette
- Tips and tricks

LESSON 7

- Providing Electronic Customer Service
- The advantages and disadvantages of electronic communication
- Communication

LESSON 8

- Recovering Difficult Customers
- De-Escalating anger
- Establishing common ground



Post Training Consulting Services

Sijison Training offer its client post training consulting services for up to one month after the training. This will allows participant to schedule a time to ask questions or get clarification on the any part of the training that is not clear to him or her while doing personal post training study.