



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Customer Service

Learning Outcomes

This course will enable you to:

- Recognise how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Know and explain what customer service means in relation to internal & external customers
- Develop needs analysis techniques to better address customer needs
- Apply outstanding customer service techniques to generate return business
- Practice techniques for developing good will through in-person customer service
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Master techniques for dealing with difficult customers
- Acquire tools for recovering difficult customers
- Understand when to escalate

