PROFESSIONAL DEVELOPMENT TRAINING

Managing Customer Service Training

5808 8521

REQUEST QUOTE

1.0 DAY COURSE

The need to lead, model, and promote organizational values in customer service are essential to positively impact customers and the organization. This one-day training course in Managing Customer Service helps supervisors and managers to engage customers and employees effectively to improve satisfaction and sales.

This highly valuable and dynamic training course is now available throughout Hong Kong, including Central and also via instructor-led online training.

This Managing Customer Service Training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote.

What You'll Gain:

During the training course, participants develop knowledge and skills in understanding the role of a manager in customer service, establishing links between business practices and customer service, discovering ways to engage employees, understand customers' needs, and more.

Managing Customer Service Training Course is designed for easy and essential understanding and skill development so that managers and supervisors develop the ability to enhance their job skills.

Outcomes

After completing this course, participants will have learned to:

- Identify ways to establish links between excellence in customer service and your business practices and policies.
- Develop essential skills and practices in managing customer service
- Understand leadership
- Recognize what employees are looking for to be truly engaged.
- Manage performance
- Recognize who the customers are and what they are looking for.

- Use onboarding and orientation
- Develop strategies for creating engaged employees and satisfied customers in whatever business units you manage.
- Understand and use the six critical elements of customer service
- Use the five practices of leadership

Modules

Lesson 1: Getting Started

- Icebreaker
- Pre-Assignment Review
- Workshop Objectives

Lesson 2: Six Critical Elements

- Element One: A Customer Service Focus
- Element Two: Defined in Your Organization
- Element Three: Given Life by the Employees
- Element Four: Problem Solving
- Element Five: Measure It
- Element Six: Reinforce It
- Measurement in Practice

Lesson 3: Understanding Leadership

- About Leadership
- Understanding Your Comfort Zone
- Managing Performance
- Servant Leadership
- Onboarding and Orientation

Lesson 4: Five Practices of Leadership

- Challenging, Inspiring and Enabling
- Modeling and Heart
- Practices in Practice

Talk to our expert team

Phone: 5808 8521

Email: enquiries@pdtraining.com.hk