



CUSTOMER CARE

Course Code: BSE02 | Duration: 1 Day

Course Description:

This interactive and practical Customer Care course equips staff who serve as the first point of contact with essential professional skills to deliver exceptional customer experiences. Through a combination of hands-on exercises and group discussions, participants will explore key techniques for effectively navigating customer interactions and sharing best practices to maximize customer satisfaction and loyalty.



Who Should Attend Customer Care Training?

- Frontline staff
- Staff who handle queries
- Sales and support personnel
- Anyone responsible for managing customer relationships

Benefits From Attending The Training:

- Build greater confidence in managing interactions with both internal and external customers
- Develop a deep understanding of the importance of delivering exceptional customer care
- Learn effective techniques for handling complaints with professionalism and a positive approach

Course Contents:

- **Customer Interaction:** Understanding the needs of both internal and external customers
- **Scenario Practice:** Engage in real-world scenarios to enhance customer care skills
- **Building Confidence:** Establish a professional and approachable customer service presence
- **Communication Mastery:** Perfecting tone, voice, and word choice to build rapport
- **Active Empathy:** Enhance understanding of customer concerns through active listening
- **Questioning Strategies:** Develop techniques to prompt insightful customer responses
- **Issue Resolution:** Take ownership, manage customer concerns, and maintain professionalism
- **Customer Perspective:** Understand expectations and provide service that exceeds them
- **Handling Stress:** Navigate challenging customer situations with poise and control
- **Action-Based Responses:** Summarize customer needs, agree on solutions and ensure completion
- **Service Safeguarding:** Implement best practices for managing sensitive information securely
- **Record Management:** Accurately handle customer data with attention to detail and confidentiality

***BESPOKE COURSES | All of our courses can be easily tailored to suit any company.
Course duration and level can be changed, depending on content, company & individuals***