

## How to provide great customer service

- Your goals >
- Treat your customers as if they matter*
  - Build lasting customer relations*
  - Gain competitive advantage through customer service*

## Caring for the Customer

### Build customer relationships that keep the business flowing and customers coming back for more!

Whatever business you're in, customer service can make all the difference. But top class service needs the right mix of skills and attitudes amongst your staff and the right systems and processes in your organisation.

This course has been specially put together to meet the needs of all front line, support and supervisory staff who have a direct or indirect impact upon customer service. Each and every customer contact provides an opportunity for building the relation and gaining business. This highly practical course provides all the interpersonal skills needed to create the right impression and show your customers they really matter!

### You will learn . . .

- The importance of the customer in the business
- What customers like and dislike - and what they have a right to expect
- What customer care means in practice and how to develop the right attitude
- Communication skills in questioning, listening and giving information
- How to handle difficult customers and complaints
- Effective use of the telephone and e-mail in customer service
- Practical problem solving
- Achieving a customer orientation in yourself

### Who will benefit?

Customer care programmes are vital for all organisations and while front line staff may benefit most directly, support staff and managers should also participate.

### Programme high points

- The motivational effect on the participants
- Learning how to control one's emotions in tricky situations

*All TACK courses are highly interactive and are run under licence from TACK Training Worldwide Ltd*

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