

**Customer Service Workshop**

“If you don’t take care of your customer, your competitor will.”

 – Bob Hooey



Customer Service Workshop

Duration: 1Day

No of Participants: 25-30 Pax

Timing: 9:30 A.M- 5:45 P.M

Target Audience

* Individual Contributors
* Early Managers
* Supervisors
* Employees of any department

Workshop Objectives

* Customer Service Essentials
* Building an attitude of Ownership & Accountability
* Moment of Truth
* Understanding Customer Needs
* Dealing with an Irate Customer
* Customer Service Professionals



Workshop Outline

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| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:15 AM | **What’s In It for Me Day*** Workshop Intro & Agenda
* Ground Rules
* Icebreaker
* Facilitator Intro
* Participant Intro & Expectations
 |
| 2 | 10:15- 10:30 AM | **Pre-Training Assessment** |
| 3 | 10:30- 11:15 AM | **Customer Service Essentials*** What do People Remember and Why.
* What is Customer service
* Importance in Customer Service- Self
* Benefits of great customer service to Organisation
 |
| 4 | 11:15 – 11:30 AM | **First Tea Break** |
| 5 | 11:30 – 12:30 PM | **Building an attitude of Ownership & Accountability*** Understanding Ownership
* Developing a Proactive Approach-Circle of Control
* Building a solution Centric
* Avoid Blame Game- Walking the Extra Mile
 |
| 6 | 12:30 – 1:15 PM | **Moment of Truth** * Understanding Moment of Truth
* Moment of Misery Vs Moment of Magic
* Exploring the customer delight moments
* Building The Tragics into Magics
 |
| 7 | 1:15 – 2:00 PM | **Lunch Break** |
| 8 | 2:00 - 2:15 PM | **Energiser** |
| 9 | 2:15- 3:00 PM | **Understanding Customer Needs** * Creating a safe and respectful work environment
* Active Listening
* Asking Questions (Open Ended Vs Close ended)
* Clarifying doubts
* Reconfirm the understanding
 |
| 10 | 3:00- 3:45 PM | **Dealing with an Irate Customer** * Help him empty the cup.
* Providing solution to the customer
* Closing the interactive with a reassurance and positive words.
* Next Steps to be adhered
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| 11 | 3:45 - 4:00 PM | **Second Tea Break** |
| 12 | 4:00 - 4:45 PM | **Art of Saying No to the Customer*** How to say No to the customer.
* Techniques to say no
* Service recovery Paradox
* Being Empathetic to Customer
 |
| 13 | 4:45- 5:00 PM | **Recap** |
| 14 | 5:00- 5:15 AM | **Pre-Training Assessment** |
| 15 | 5:15 - 5:45 PM | **Conclusion/ Closing*** Summary of key points
* Feedback forms
* Q&A session
* Closing Video (If any)
* Group Photo
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\*This Workshop outline is based on the industry best practices and will be customised after discussion with the client. \*