

# Customer Service Experience

ACHIEVE THROUGH PEOPLE

---

## WHO SHOULD ATTEND:

---

- All organizational levels
- Front line employees
- People who deal directly with internal and external customers

---

## LEARNING OUTCOME:

---

Attendees will learn how to interact positively with internal and external customers and build positive relationships to ensure satisfaction, engagement and delight even in the most challenging situations.

---

## TRAINING OUTLINE:

---

- Service definition
- Customer journey map and touchpoints
- Customers' profiles
- Customer experience VS expectations
- Handling customer interactions
- Difficult behaviors and complaints
- From expert to advisor
- Positive customer service techniques

Attendees

**12 - 14**

Duration

**2 days**