



Mastering Exceptional Customer Service

Title: Mastering Exceptional Customer Service

An 8-Week Online Training Program

Price: \$2,260 (incl. HST)

Description:

Welcome to our comprehensive online training program, "Mastering Exceptional Customer Service." This course is meticulously designed to equip you with the essential skills and mindset required to deliver outstanding customer service consistently. Over the span of eight weeks, you will delve into various aspects of customer service excellence, learning strategies, techniques, and best practices that will empower you to excel in your role.

Week 1: Understanding Customer Service Excellence

- ❖ **Session 1: Introduction to Exceptional Customer Service**
- ❖ **Session 2: Importance of Customer Satisfaction**
- ❖ **Session 3: Recognizing Customer Needs and Expectations**

Week 2: Building Positive Customer Relationships

- ❖ **Session 1: Establishing Trust and Rapport**
- ❖ **Session 2: Effective Communication Skills**
- ❖ **Session 3: Handling Difficult Customers with Empathy**

Week 3: Developing a Customer-Centric Mindset

- ❖ **Session 1: Putting Yourself in the Customer's Shoes**
- ❖ **Session 2: Anticipating Customer Needs**
- ❖ **Session 3: Going Above and Beyond: Surpassing Customer Expectations**

Week 4: Resolving Customer Issues Efficiently

- ❖ **Session 1: Problem-Solving Techniques**
- ❖ **Session 2: Conflict Resolution Strategies**
- ❖ **Session 3: Turning Complaints into Opportunities**



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Week 5: Leveraging Technology for Enhanced Service

- ❖ Session 1: Utilizing Customer Relationship Management (CRM) Tools
- ❖ Session 2: Harnessing Social Media for Customer Support
- ❖ Session 3: Integrating Automation without Compromising Personalization

Week 6: Cultivating a Service-Oriented Culture

- ❖ Session 1: Role of Leadership in Customer Service Excellence
- ❖ Session 2: Fostering Team Collaboration and Support
- ❖ Session 3: Continuous Improvement and Feedback Mechanisms

Week 7: Handling Service Recovery and Retention

- ❖ Session 1: Recovering from Service Failures
- ❖ Session 2: Implementing Loyalty Programs and Retention Strategies
- ❖ Session 3: Building Long-Term Customer Relationships

Week 8: Sustaining Exceptional Service Standards

- ❖ Session 1: Monitoring and Measuring Customer Satisfaction
- ❖ Session 2: Adapting to Changing Customer Needs and Trends
- ❖ Session 3: Creating a Personal Action Plan for Ongoing Growth

Each week, you'll engage in interactive learning sessions totaling 3 hours, including lectures, case studies, group discussions, and practical exercises. Additionally, you'll have access to supplementary materials, resources, and a supportive online community to enhance your learning experience.

Join us on this transformative journey as we equip you with the skills and mindset needed to deliver Exceptional Customer Service consistently, making a profound impact on customer satisfaction and organizational success.