

Customer Service Training

WHEN YOUR BUSINESS
TAKES A NEW TURN
ACROSS BORDERS...

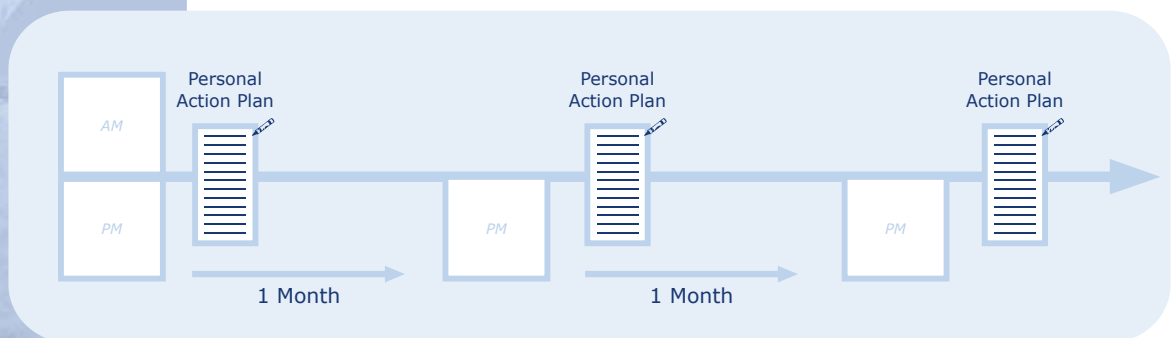
WHO WILL BENEFIT FROM THIS SEMINAR?

This seminar will be beneficial to Customer Service Representatives, Professionals who work as Technical Support, Hot Line or Help Desk as well as Operators, Receptionists, Administrative and Sales Assistants.

WHY SHOULD YOU ATTEND?

The outcome of this program will be:

- A better understanding of the value delivery process of your company;
- A stronger sense of assertiveness in dealing with internal and external stakeholders;
- An active and proactive way of dealing with customer complaints;
- A stronger motivation to do the right thing for the customer and the company;
- A more efficient communication with the internal and external customers and business partners.



METHODOLOGY

The learning throughout is practice-oriented and interactive. You will receive insights into your own customer approach, you will be able to test your skills and techniques in small groups through case studies and role-playing exercises and you will receive feedback. At the end of the session you will take home your action plan, which will give you a clear idea of the process changes and steps needed to optimize your customer services skills.

PRODUCT RANGE

Cross Cultural Awareness
Teambuilding



CONTENT OF THE SEMINAR

After an introduction about the role of customer service and customer communication, developing a positive approach will be discussed. Questioning techniques and how to become more assertive, are trained thereafter. Being in contact with clients the whole time also requires effective communication by telephone and knowledge of the telephone and email etiquettes. A last chapter covering complaints completes the training. Having these subjects spread over a period of time, gives the participants the opportunity to implement the learning and to discuss successes, difficulties and results in the next session.

DURATION

The training lasts 2 days in total spread over a few months.

LANGUAGE

English, Dutch, French, Spanish, German, Italian.
Other languages on request.

LIMITED NUMBER OF PARTICIPANTS: 12

I would like to be contacted for more specific information on **'Customer Service Training'**

Name:
First Name:
Company:
Title:

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