

Overview

Description

Customers are the driving force and the reason an organization exists. Lack of knowledge of your customers, lack of focus on the internal and external customers, lack of skills in interacting with customers, and lack of dealing with customer complaints in the right way will lead to the erosion and ultimate demise of an organization.

Objectives

After your training program, the trainees should be able to:

- Discuss the importance of customers.
- Identify the organization's customers.
- Explain what customers want during an interaction.
- Demonstrate how to deliver that experience
- Deal with customer complaints in the right way.

Audience

This training is designed for individuals participating in customer service activities. These activities can be for either internal or external customers.

Requirements

There are no regulatory requirements to provide training in customer service.