

## **TRAINING AGENDA- CUSTOMER SERVICE DEVELOPMENT**

### **1. Topics covered during the training:**

- Exceptional Service Experience
- EQ For Service Mastery
- Exceeding Customers Expectations
- Language of Positive Communication
- Effective Questioning & Listening Techniques
- Power of Team Work

### **2. The theory:**

- Customer Retention
- Sales & Service Experience
- S.E.R.V.E
- Reve
- Customer Service Innovation

### **3. The practicalities**

- Understand the values, skills, techniques and attitudes needed to deliver the outstanding level of customer service
- Application of effective communication that retains and builds customer loyalty
- Managing difficult people and service recovery