

# Critical Elements of Customer Service

While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This training is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

## What Will Students Learn?

- ✓ Demonstrate a customer service approach
- ✓ Understand how your own behavior affects the behavior of others
- ✓ Demonstrate confidence and skill as a problem solver
- ✓ Apply techniques to deal with difficult customers
- ✓ Make a choice to provide customer service

## What Topics are Covered?

- ✓ What is customer service? Who are your customers?
- ✓ Meeting expectations
- ✓ Setting goals
- ✓ Communication skills and telephone techniques
- ✓ Dealing with difficult customers and people
- ✓ Dealing with challenges assertively
- ✓ Dealing with stress
- ✓ The first critical element: A customer service focus
- ✓ The second critical element: Defined in your organization
- ✓ The third critical element: Given life by employees
- ✓ The fourth critical element: Be a problem solver
- ✓ The fifth critical element: Measure it
- ✓ The sixth critical element: Reinforce it

## What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ certificate of completion

## Pre-Registration Information

Yes! I would like to attend **Customer Service Training: Critical Elements of Customer Service!** Sign me up for the following session:

- 310 Oak Avenue, NBS Building 3<sup>rd</sup> floor Randburg. 3<sup>RD</sup> September 2018
- Accreditation : SETA : 12255

Bankseta : Bank-Corne180502

- All Training are from 9:00 a.m. until 3:30 p.m.
- Cost: Per person. kindly contact the call centre
- Timeframe : 1-2 days



[www.cornerstonehr.co.za](http://www.cornerstonehr.co.za)

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### Banking Details

**Account Name** : Cornerstone Supreme  
**Account Number** : 62653109283  
**Bank** : FNB  
**Branch Code** : 620