



Frontline Customer Service

- > Corporate image, reputation and word of mouth brand value rest heavily on the professionalism of frontline staff.
- > This workshop is designed to help those staff deal effectively and professionally with the full 360 experience of frontline customer service.
- > Transform customer service from a liability into an asset.

Effective models

What is customer service? Who are your customers and what do they need? What is your business/brand and how does it meet your customers' needs?

Techniques

Walk and talk professional customer service naturally. Learn the speaking, listening and body language skills for success. Deal with difficult customers. Maximise service delivery.

Practise

Put it all together in realistic role plays and scenarios. Get instant feedback from your peers and trainer.

Frontline Customer Service

Methodology

This is a highly interactive workshop with discussion, group activities and mini tests.

Who should do this workshop?

Anyone who deals directly with customers or manages customer service teams. Anyone who wants to understand the impact of frontline customer service on brand values.

Workshop Outline

01 Effective models

Understand the links between customer service and sales – immediate and long term. Understand your customers and their needs. Discover the opportunities of customer service.

02 Establish rapport

Effective techniques for building good relationships from the outset.

03 Empathy and listening

Learn how to present and embody empathy through body language and listening.

04 Language, style and delivery

Master the nuances of style that score points with different types of customers. Learn when to be formal, informal, polite, chatty. Learn how to question customers to identify needs. Help customers decide. Make them want to come back.

05 Dealing with difficult customers

Recognise the different types of customers, their needs, and what happens if these are not met. Learn how to diffuse stressful situations and maintain or even recover customer service. Learn the value of going the extra mile.

06 Practise

Put language, body language and models into action via interactive role plays.

The Juice

This 1-day workshop costs 5,000 RM, not including transport costs.
We recommend up to 20 participants for sweetest results.
We are happy to customise workshops (for an additional charge).

Mango will run the workshop at your premises and will provide all materials.

For our full range of workshops and courses, and to arrange your **free consultation** visit www.mangotraining.com or get in touch!

e: info@mangotraining.com