



المركز العالمي للتدريب والتطوير
International Centre For Training & Development



CUSTOMER SERVICE Mindset



INTERNATIONAL ACCREDITATION ORGANIZATION



UNIVERSITY OF ROCKHAMPTON
MAKING THE DIFFERENCE



Course Introduction:

The goal during this phase of the Customer Service Mindset program is to provide each member of your customer service team with a big-picture perspective of their potential, along with a heightened awareness of their own responsibility for achieving excellence and the choices and actions that will drive these results.

Course Objectives:

By the end of the program, participants will be able to:

- Analyze basic behavioral patterns of different customer personality profiles.
- Practice the skills for dealing with customers and handling their complaints.
- Understand the concept of service mindset and ways of developing it within their organization.

Who Should Attend?

All managers, supervisors and employees whose duties involve contacting and dealing with internal and external customers.

Course Outline:

The Principles of Customer Service

- Definition and Concepts of Customer Service

Serving the Internal and External Customer

- Understanding the Needs of Internal and External Customers

The Principle Foundation for Superior Customer Service

- Strong Relationship
- Superior Service
- Professional Behavior

The Customer Service Mindset

- Components of the Mindset
- Strategies for Building the Mindset among the Staff

A Profile of Different Customers Personalities

- Understanding Their Personalities
- Tips for Dealing with Difficult Personalities

Attaining Customer Satisfaction

- Meeting Their Needs
- Exceeding Their Expectations
- Delighting and Surprising Them

Handling Customers Complaints

- Types and Levels of Customer Complaints
- Handling Complaints: Process and Behavior

Effective Communication with Customers

- Active Listening
- Overcoming Communication Barriers
- Reading Customer Body Language

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

